

Transform your customer service with AI

Intelligent automation of customer service with AI



Zero Contact Resolution for information cases

Provide real-time responses to customer queries without an agent's intervention. Deflect support cases through self-service and auto-response AI and achieve Zero Contact Resolution (ZCR).



Self Assist

AI powered self service tool



Auto Response

Automate responses to repetitive queries



Auto Triage

Intelligent segmentation and routing of tickets



Chatbot

Conversational AI for customer service



Single Click Automation for process cases

Use AI and RPA to automate complex CS processes that otherwise require agents to access multiple systems. Empower agents to resolve complex cases faster with AI-powered agent-assistance.



Robo Assist

Single click intelligent automation of complex CS processes



Agent Assist

Connects agents to relevant knowledge and macro content quickly

Seamless integrations for powerful automations



Proven results for customers

- ▶ Reduction in cost: Up to 25% of queries are resolved without a case being created
- ▶ Improve AHT and CSAT: Significantly lower handle time and error rates with real time accuracy. Up to 8x lower handle time for process cases
- ▶ Scale customer service: complex cases once configured are easily replicated to handle increase in case volume
- ▶ Transform your knowledge base: Learn continuously from your agents and AI to optimize and update your knowledge base
- ▶ Agent Productivity: Repetitive tasks are automated; agents can focus on more complex customer cases
- ▶ Handle spikes: Seasonal and launch time spikes are handled without increasing agent capacity



How it Works

- ▶ Seamless native integration with Dynamics without any engineering effort
- ▶ We work with customers during data integration, model training, and live phase to continuously improve results with actionable insights
- ▶ Customers only pay for performance

- ▶ FREE Assessment of AI Automation Potential
- ▶ Risk free POC

Trusted by customer-centric companies for CS automation

FRESHLY

2K
GAMES

SeatGeek

99designs

W. Wonolo

Thumbtack

BARK<BOX

BIG
FISH

And many more...

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