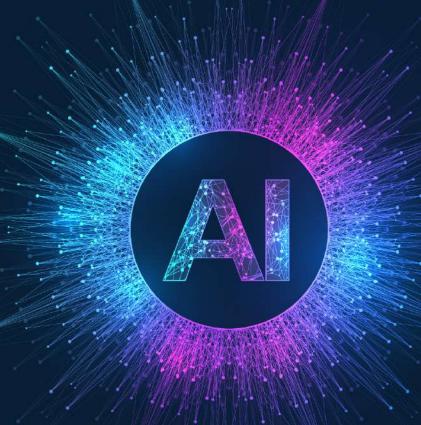
Top 5 Al agent use cases for customer support





Smart Self-Service

Agent: L1 Al Agent

Delivers instant responses via chat or voice, handles basic case management, and drives self-service—all while staying on-brand.



Best for

Deflecting L1 tickets and enabling round-the clock support



Impact

Cuts down manual effort and speeds up resolution times



Effortless Ticket Management

Agent: Workflow Automation Al Agent

Classifies, prioritizes, and routes incoming tickets to the right team—no manual tagging needed.



Best for

Boosting efficiency & minimizing delays



Impact

Cuts down manual effort and speeds up resolution times



Automated knowledge base management

Agent: Knowledge Management Al Agent

Automatically updates and organizes knowledge articles to empower both customers and support teams with accurate, up-to-date answers.



Best for

Reducing agent effort

and improving self-service.



Improves self-service

effectiveness and reduces handle time for agents



Agent: L2 Al Agent

Deep Troubleshooting

Analyzes logs, telemetry, and more to uncover root causes of complex issues. Collaborates with engineering teams as needed.



queries faster

Resolving complex



engineering bandwidth

handling and reduces



Agent: Sentiment & Analytics Al Agent

Real-Time Sentiment Tracking

actionable insights for support quality improvement.





Preventing churn and driving continuous support improvement



Enables proactive support and better customer experiences