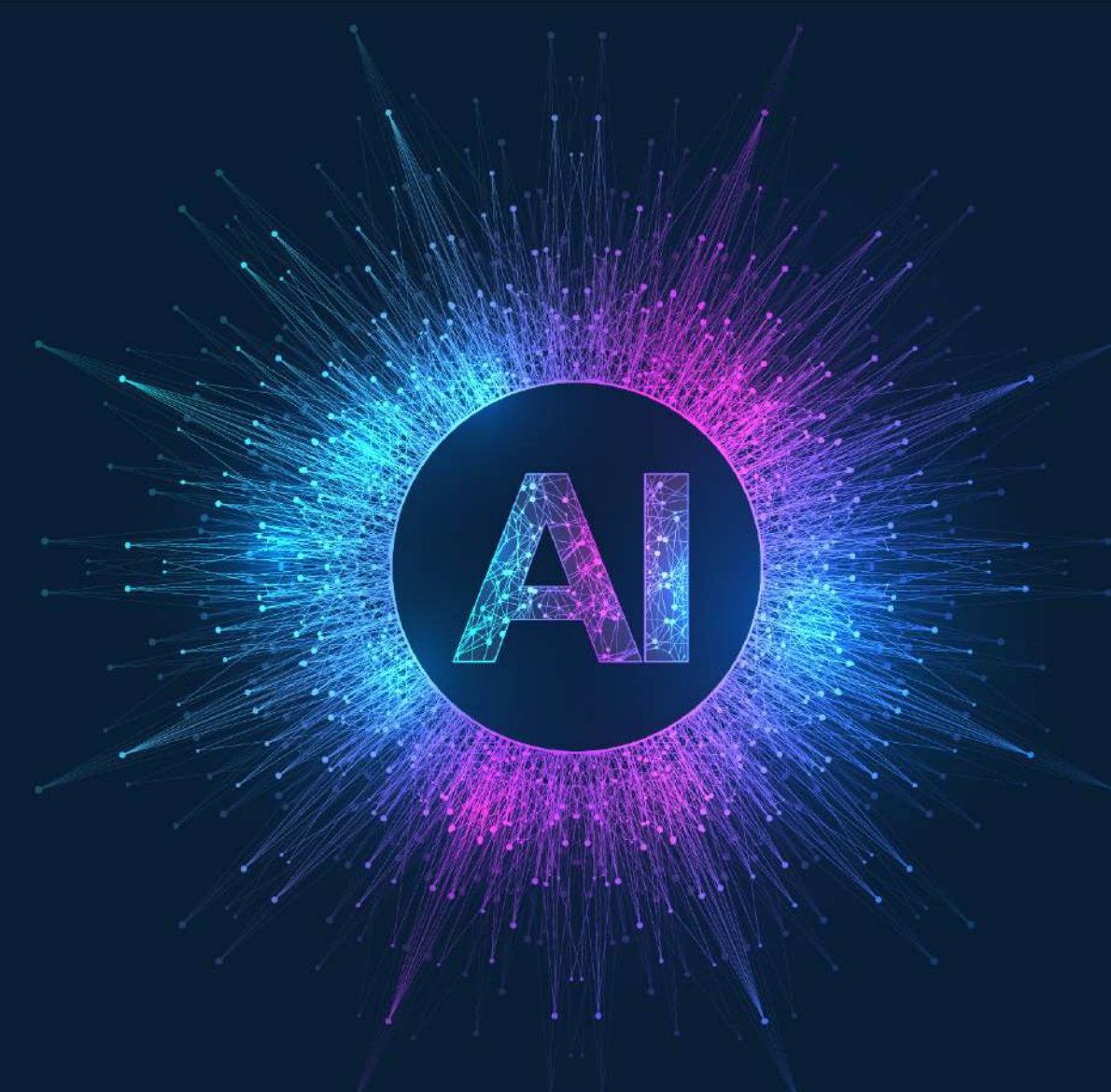


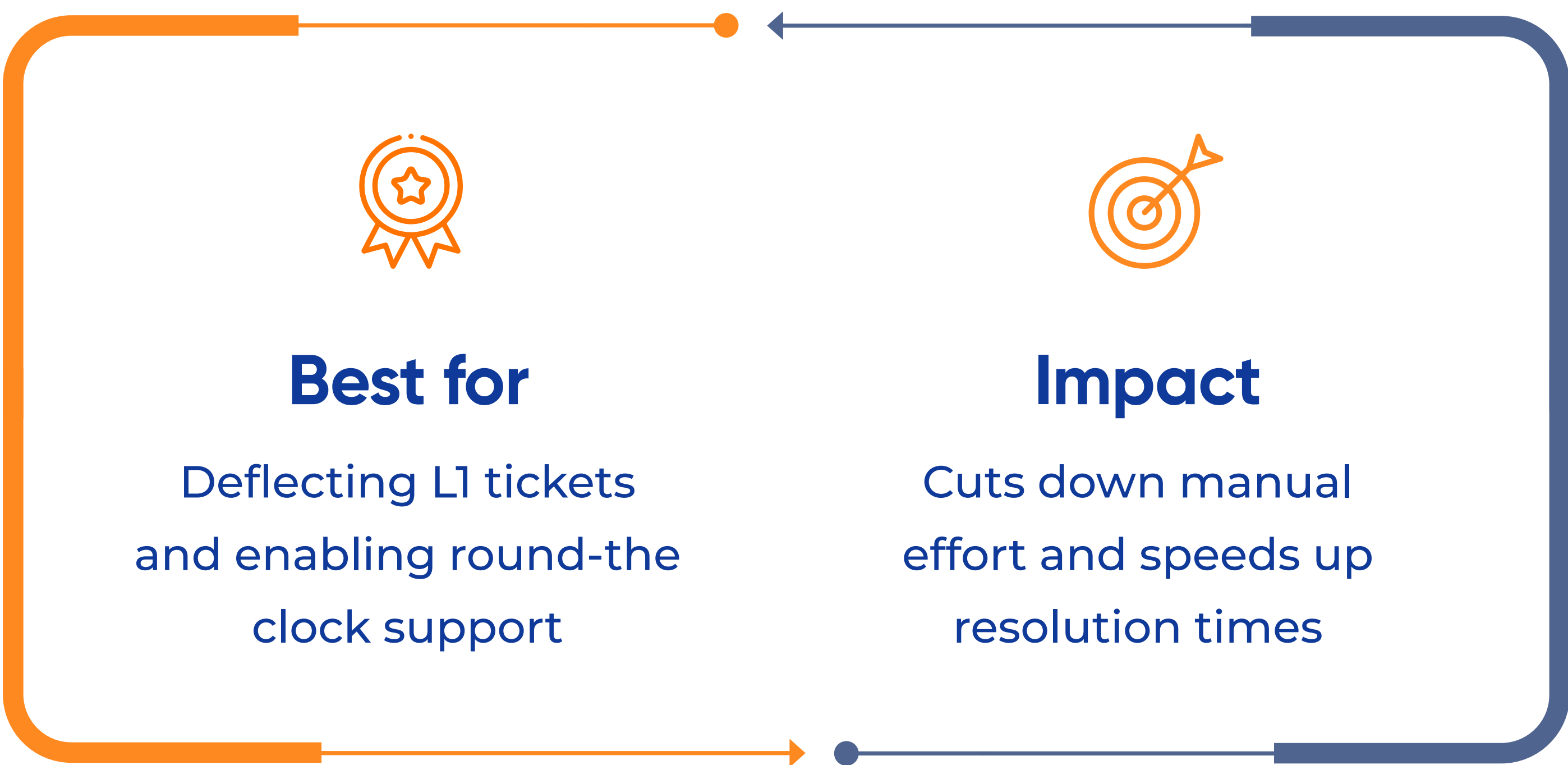
# Top 5 AI agent use cases for customer support



## 1 Smart Self-Service

**Agent : L1 AI Agent**

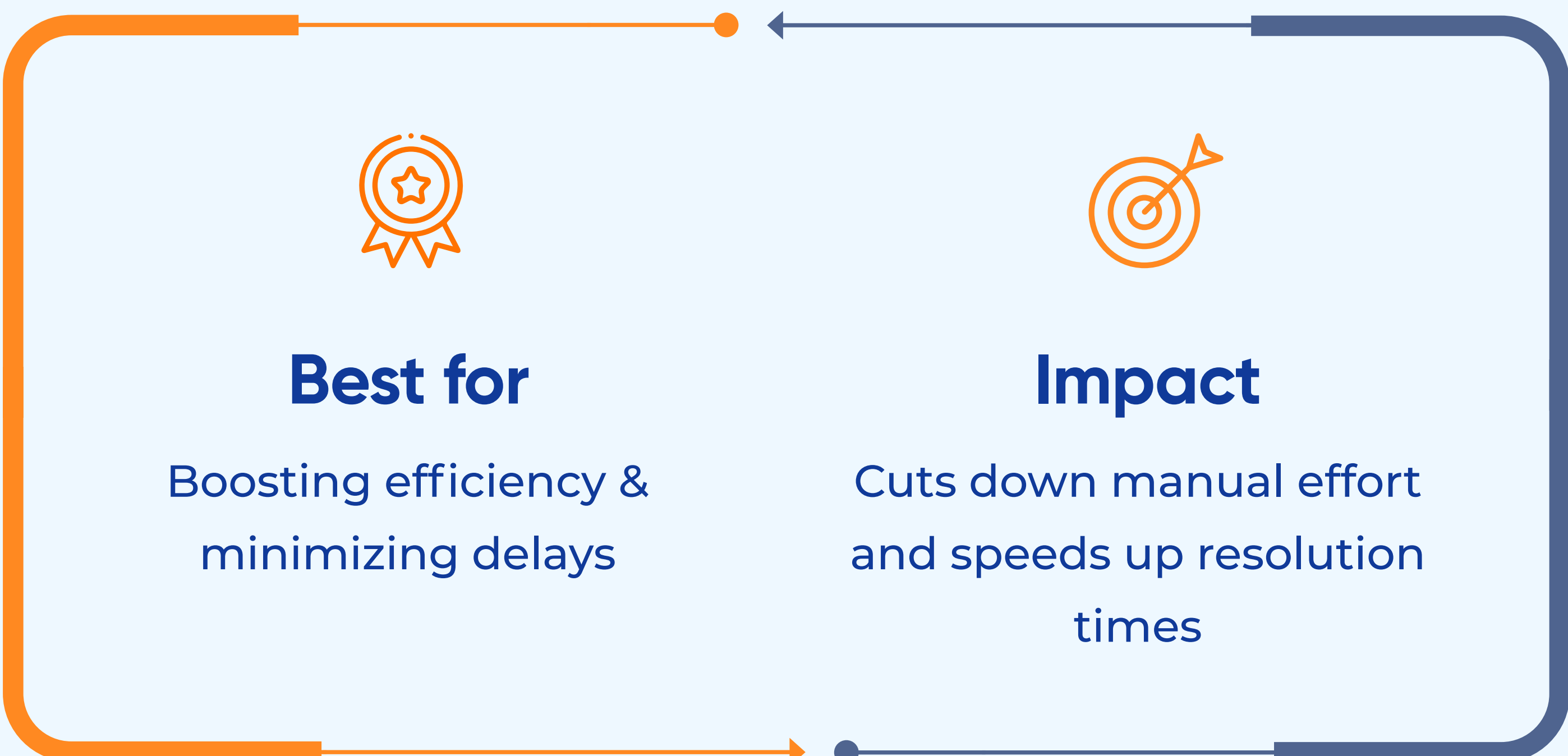
Delivers instant responses via chat or voice, handles basic case management, and drives self-service—all while staying on-brand.



## 2 Effortless Ticket Management

**Agent : Workflow Automation AI Agent**

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



## 3 Automated knowledge base management

**Agent : Knowledge Management AI Agent**

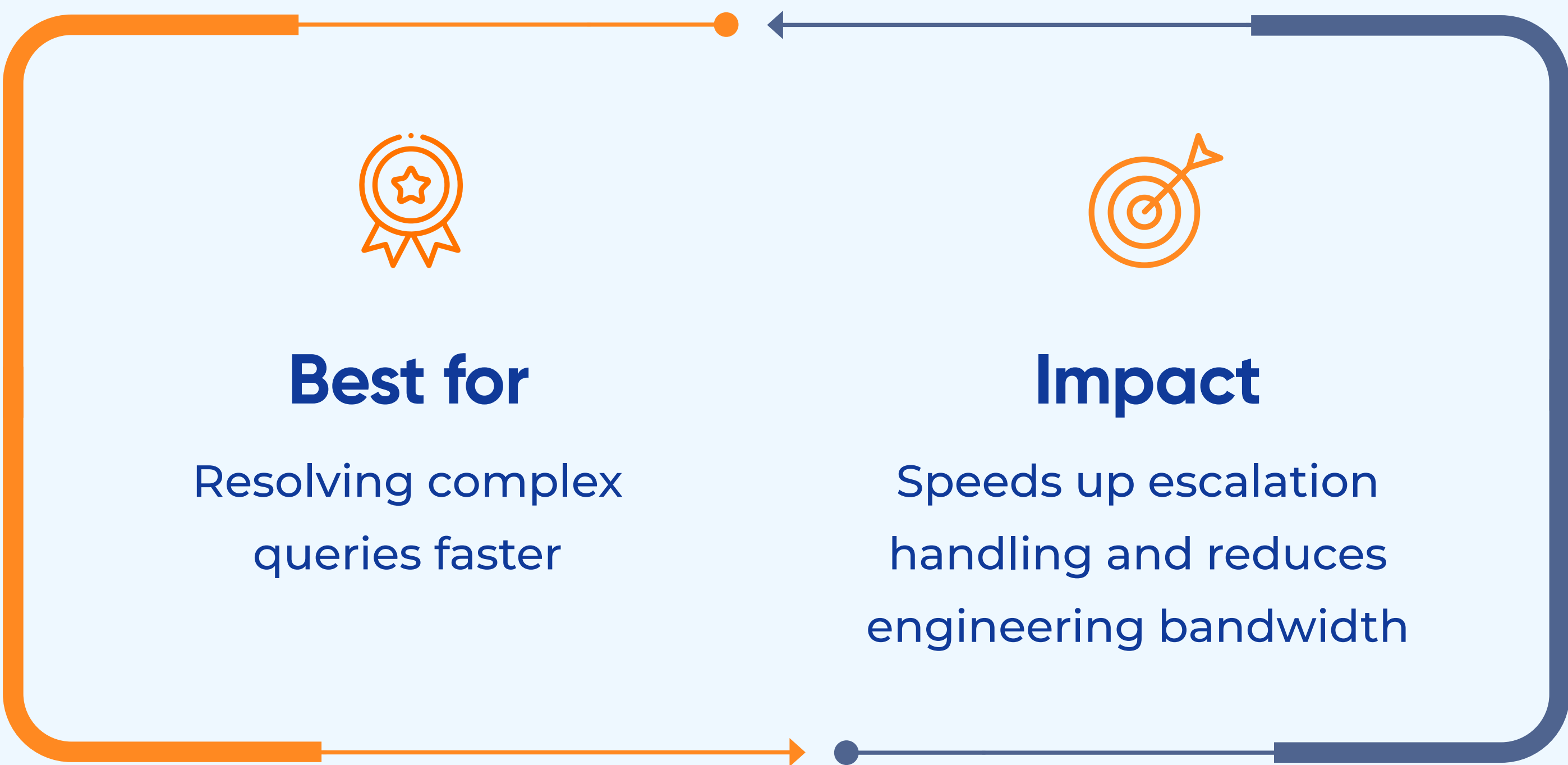
Automatically updates and organizes knowledge articles to empower both customers and support teams with accurate, up-to-date answers.



## 4 Deep Troubleshooting

**Agent : L2 AI Agent**

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



## 5 Real-Time Sentiment Tracking

**Agent : Sentiment & Analytics AI Agent**

Analyzes customer tone and behavior to detect urgency, frustration, and deliver actionable insights for support quality improvement.

