

# TOP 5

## Ways AI Agents Are Transforming Customer Support in 2025



01

### Proactive Support

#### Key features

- ✓ 24/7 query handling through chat & voice
- ✓ Context-aware responses
- ✓ Auto case creation for complex issues

#### Benefits



Fewer Tickets



Better Customer Experience



Lower Support Costs



### Proactive Support

#### Key features

- ✓ Real-time sentiment analysis
- ✓ Identifies escalations beforehand
- ✓ Leveraging customer history for personalization

#### Benefits



Lower Churn



Faster Resolutions



Personalized Customer Experience

03

### Knowledge Management

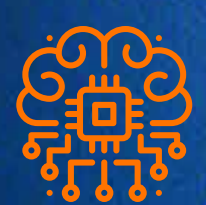
#### Key features

- ✓ AI-based auto-tagging, indexing, and content categorization
- ✓ Identifies knowledge gaps
- ✓ Keep the knowledge articles up to date.

#### Benefits



Faster Answers



Improved and Updated Knowledge Base



Consistent Support



### Intelligent Case Management

#### Key features

- ✓ Auto-prioritizes & assigns cases
- ✓ Routes to the right expert
- ✓ Offers suggested resolutions

#### Benefits



Quicker Response Times



Higher Agent Productivity



Real-time Decision-making

05

### Case Quality Audit

#### Key features

- ✓ Audits case tone & accuracy
- ✓ Checks adherence to policies
- ✓ Identifies training needs

#### Benefits



Consistent Support



Real-time QA



Improved Agent Performance

