

What is an AI Agent?

An AI agent is an autonomous system that learns, adapts, understands context, and takes actions to achieve goals.

Top Use Cases for AI Agents

1

Personalized Recommendations

- Tailored product suggestions
- Analyze behavior, anticipate needs
- Drive satisfaction and loyalty

2

Multilingual Customer Support

- Leverages advanced language processing for accuracy.
- Supports inquiries in multiple languages.
- Ensures seamless, inclusive CX.

3

Automation of Routine Tasks

- Streamline operations with AI
- Automate tasks like data entry, ticket creation
- Reduce errors, free up agents for complex tasks

4

Ticket Routing and Prioritization

- Route tickets by urgency and complexity.
- Reduce response times efficiently.
- Improve customer satisfaction

5

Information Retrieval

- Access vast knowledge bases.
- Deliver quick, accurate responses.
- Save time with contextual relevant answers

31% of customers prefer self-service for handling complex issues over speaking to a human representative.