How to Build Stronger Communities with Agentic AI

Proactive Thread Management

➤ Identifies and answers the low activity or unanswered threads.

➤ Analyzes the thread content including past interactions, user profiles, and so on to deliver personalized responses.

Smart Merging of Duplicate Threads

➤ Detects and merges the duplicate threads by analyzing similar keywords or topics.

➤ Manages threads by redirecting the new threads to the existing discussions.

Intelligent Auto-indexing and Categorization

➤ Automatically indexes & categorizes all posts to make them easily accessible to customers.

➤ This categorization organizes the content making it easier to deliver relevant results to the customers.

Personalized and Sentiment-Aware Responses

➤ It analyzes user sentiment using sentiment analysis to deliver responses accordingly.

➤ It scales customer service efforts by delivering empathetic, personalized, and human-like responses to the customer.

Expertise-Based Discussion Routing

➤ It identifies the experts based on their past contributions and relevant expertise.

➤ It routes the complex queries to top contributors or subject matter experts improving problem-solving and enhancing collaboration.