



AI Customer Support

Answers customer questions instantly, any hour of the day, using your own business knowledge — escalating to a human only when it truly matters.

Instant Answers

24/7 Coverage

Human Handoff When Needed

THE CHALLENGE & THE FIX

What Customer Support Actually Does

This automation gives every customer an instant, accurate answer, day or night, using a knowledge base built from your own business content.

≡ The Problem Today

- Customers expect instant answers, but support teams work limited hours
- Repetitive questions about hours, pricing, and policies eat up staff time
- Slow response times push customers toward competitors
- Hiring round-the-clock support staff is expensive for most businesses

⚡ The Agentra Fix

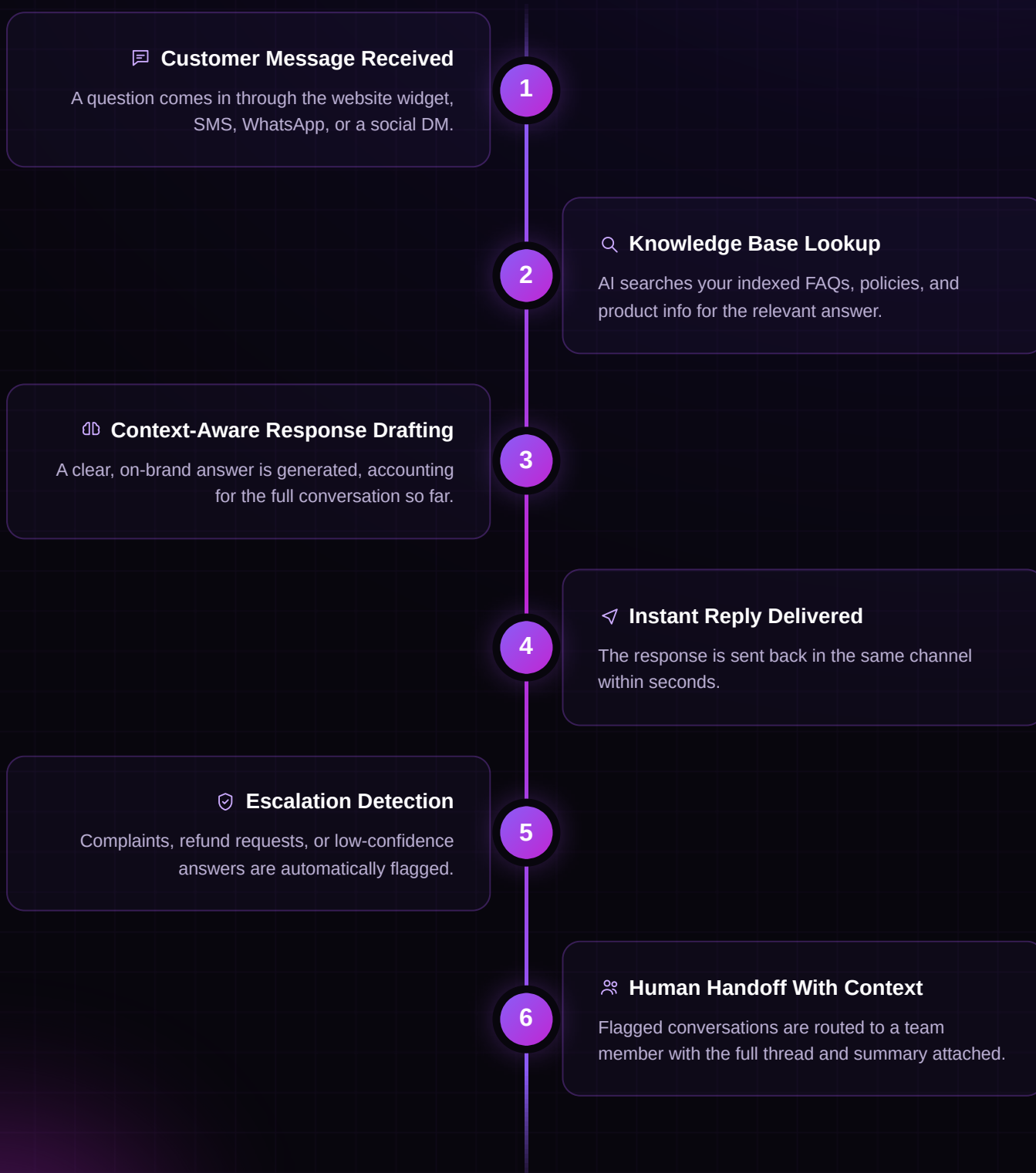
- AI answers common questions instantly using your FAQs, docs, and policies
- Understands context across a full conversation, not just single messages
- Recognizes when a question needs a human and hands it off smoothly
- Works across the website chat widget, SMS, WhatsApp, or social DMs

The AI is trained on your specific FAQs, pricing, policies, and product details, so answers are grounded in your actual business rather than generic guesses. It maintains context across the conversation, so a customer can ask a natural follow-up question, and it's explicitly designed to recognize its own limits: the moment a request needs a refund decision, an upset customer needs empathy, or a question falls outside its knowledge, it hands off to a human with full context attached.

STEP-BY-STEP AUTOMATION FLOW

How It Works

Most questions get answered instantly; the rest get routed to a human, with context intact.



THE INTELLIGENCE LAYER

Under the Hood

How the AI actually thinks, decides and acts inside this automation.

This automation is built on a retrieval-based approach: your business documents, FAQ pages, and policy notes are indexed so the AI can search and pull the exact relevant passage before answering, rather than relying purely on general knowledge. This keeps answers accurate and specific to your business, since pricing, hours, return policy, and product details all come from your own source of truth.

A confidence and escalation layer sits on top of the answering logic. If the AI isn't confident it has the right answer, if the customer expresses frustration, or if the topic touches billing, refunds, or anything sensitive, the conversation is automatically flagged and routed to a human team member, along with a short AI-generated summary of what's been discussed so nothing has to be repeated.

TECH STACK

**n8n Workflow Engine**

Routes messages between channels, AI, and knowledge base

**GPT Language Model**

Understands questions and drafts grounded answers

**Vector Knowledge Base**

Stores and retrieves your FAQs, policies and docs

**Chat Widget / WhatsApp API**

Carries the conversation across channels

**Slack / Helpdesk Handoff**

Alerts a human with full context when needed

INTEGRATES WITH

Website Chat Widget

WhatsApp

Instagram DMs

Slack

Zendesk

Gmail

WHY IT MATTERS

Key Benefits

Support that scales with your business, not against your budget.

**24/7 Instant Answers**

Customers get help at 2am just as fast as at 2pm.

**Fewer Repetitive Tickets**

Common questions are deflected automatically, freeing up staff.

**Smart Human Handoff**

Sensitive or complex issues reach a real person automatically.

**Consistent, On-Brand Tone**

Every answer matches your business voice and policies.

**Lower Support Costs**

Handles rising ticket volume without proportional headcount growth.

**Better Customer Experience**

Fast, accurate answers build trust and satisfaction.

REAL-WORLD EXAMPLE

An e-commerce brand receives constant WhatsApp messages about shipping times, sizing, and order status. The AI support automation answers most of these instantly by checking the order system and product FAQs. A customer asking for a refund on a damaged item is automatically flagged and handed to a support rep with the full conversation and order number already attached, cutting resolution time significantly.

IDEAL FOR

E-commerce

SaaS

Local Service Businesses

Clinics

Hospitality