

Faster Building: Request help from your alliance members to speed up construction timers, allowing you to develop your Keep faster.



DragonSlayer582

I just got a new phone and can't access my account. We have a major seat of power battle in 6 hours and I've spent over \$2000 on this account.

Response ready for review

Send

Total Spend	Game Level	VIP Level
\$2091.25	53	12

Quimbi.ai

# Leveling Up Player Support: How Quimbi.ai Transforms Agent Performance in Gaming

The gaming industry faces a unique set of challenges in customer experience (CX): high player expectations, 24/7 live ops, toxic behavior management, and rapid content updates. Players don't just want support—they expect real-time help that understands their context, platform, and behavior.

Enter **Quimbi.ai**—a Super-Agent platform purpose-built for gaming. By combining **AI-powered interaction analytics**, **automated workflows**, and **agent assist tools**, Quimbi enables game studios to move from reactive support to proactive, personalized engagement that boosts player retention and lifetime value (LTV).

## AI-Powered Interaction Analytics for Gaming Studios

Quimbi.ai ingests data from in-game chat, tickets, email, and Discord-like channels. It leverages **natural language processing (NLP)** and **sentiment/emotion AI** tailored for gaming interactions.

**Case Study:** A AAA mobile RPG saw a **22% drop in CSAT after a PvP update**. Quimbi detected the issue within 90 minutes, traced it to matchmaking imbalance, and enabled an agent-triggered escalation. Fast intervention led to a patch hotfix and CSAT recovery within 3 days.

**Reference:** Accenture reports that real-time sentiment analytics in gaming improves NPS by up to **21** points across live service titles (2023).

### Key Capabilities



Detecting early signs of player frustration, toxicity, or confusion



Root-cause analysis of churn post-game update or patch



Surfacing coaching opportunities based on emotional tone and escalation trends



Real-time QA monitoring and behavioral compliance

## Workflow Automation for Faster, Smarter Support

Gamers expect fast, frictionless service—especially during events, crashes, or monetization issues. Quimbi automates CX workflows to eliminate lag and human error.

**Case Study:** A live-ops game with weekly events **cut ticket backlog by 38%** using Quimbi's event-aware automation, reducing player response times to under 2 minutes during peak volume.

**Reference:** McKinsey (2024) notes that automated workflows reduce support costs by **30–40%** while improving first contact resolution.

### How Quimbi Powers Gaming Ops

- Auto-triggers comp offers for service disruptions or outages
- Routes toxicity-related complaints to moderation AI and live agents
- Launches automated knowledge base surfacing for patch FAQs
- Connects behavior patterns (e.g., rage quits) to outbound retention flows

CUT TICKET  
BACKLOG BY

38%

REDUCE SUPPORT  
COSTS UP TO

40%

## Real-Time Agent Assist: Empowering Game Support Teams

Game support is complex. Agents must navigate lore, platform mechanics, and billing issues—all while keeping up with toxic chat or VIP needs. Quimbi's Agent Assist makes every agent a Super Agent.

**Case Study:** A mid-market PC shooter cut new agent speed to proficiency from **4 weeks to 5 days** using Quimbi Assist, while boosting player-reported empathy scores by 18%.

**Reference:** Harvard Business Review (2023) found that AI-assisted support agents in high-complexity verticals (like gaming) resolve cases **27% faster** on average.

### Quimbi & Super Agents



Context-aware response suggestions based on player history and sentiment



Smart prompts for complex live ops mechanics or patch changes



Gamified performance dashboards with peer benchmarks



Live alerts when VIPs, whales, or streamers enter the queue

## Quimbi in Action: The Unified CX Engine for Gaming

With Quimbi.ai, you unlock a **closed-loop support engine**:



### Agent Assist

Guides agents with real-time knowledge and empathy



### Workflow Automation

Triggers the right response, instantly



### AI Analytics

Identifies what's wrong and why

### An integrated approach improves:

- Retention and LTV through better VIP handling
- Player trust with fast, accurate support during outages
- Team morale through intelligent assist and gamified coaching
- Cost reduction by deflecting common queries and empowering fewer, better agents

“Quimbi transformed our support ops. We're not just resolving tickets—we're rescuing churn risks mid-session.”

— Director of Player Experience,  
Global Game Publisher

## Conclusion: From Support Queue to LiveOps Ally

The age of basic ticketing systems is over. In gaming, support must be **live, intelligent**, and **deeply connected** to the player journey. Quimbi.ai provides this edge—by turning agents into high-impact collaborators in retention,

monetization, and community health. Game studios that embrace the Quimbi.ai Super-Agent model aren't just keeping up—they're **setting the new standard for player experience**.

## References

1. Accenture. (2023). Gaming Experience 360: The Future of Player-Centric Support
2. McKinsey & Company. (2024). AI in Digital Service: Workflow Automation in Gaming and Media
3. Harvard Business Review. (2023). AI Empowerment in High-Complexity CX Teams
4. Forrester Research. (2024). Agent Assist Platforms: Performance Uplift in Real-Time Industries