

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

Winning the Game of Live Services: How Quimbi.ai Powers Super Agents for the Modern Gaming Studio

In the ultra-competitive world of gaming, **player experience is everything**. Studios compete not only on graphics and gameplay, but also on how quickly and effectively they support their players—especially during live ops, monetization events, or post-launch chaos.

Quimbi.ai is the modern player support engine that turns chaos into control. By strategically integrating **AI-driven interaction analytics**, **intelligent workflow automation**, and **real-time agent engagement**, Quimbi enables game studios to deliver lightning-fast support, retain VIP players, and scale efficiently without sacrificing quality.

Studios using Quimbi report

30%

PLAYER
SATISFACTION

40%

REDUCTION IN AVERAGE
HANDLE TIME (AHT)

50%

LOWER CHURN FOR
HIGH-VALUE PLAYERS

“ With Quimbi, our player support team hit 6x productivity—right out of the gate. ”

— VP, Player Support, Triple-A Studio

The Current State of Player Support in Gaming

Pain Points That Break Player Loyalty

Gaming support teams face extreme pressure, especially during:

- Patch releases and balance updates
- PVP or monetization-related disputes
- In-game toxicity or moderation challenges
- VIP or streamer escalations

And yet, most studios rely on legacy support systems that:

- Analyze <5% of conversations
- Lack game-context routing logic
- Burn out agents with repetitive workflows
- Provide no real-time coaching or visibility

According to Newzoo (2023), **78% of players who churn cite poor support experiences** during high-stakes gameplay events.

QUIMBI PILLAR 1



AI-Driven Interaction Analytics for Gaming CX

What It Does

Quimbi processes 100% of interactions—across chat, Discord-style messages, in-game logs, voice, and email. It goes beyond keyword tracking to understand:

- Sentiment spikes around patches or bugs
- Emerging friction in monetization flow
- Early signs of rage-quit or player toxicity
- VIP engagement signals

Example

After a PvP tournament, a top 25 mobile studio saw CSAT crash. Quimbi flagged “unfair matchmaking” as a root issue in real-time. This allowed game teams to launch a fix and agents to proactively message top players—**boosting retention by 17%**.

Quimbi Impact

↑30%

PLAYER
SATISFACTION

↑29%

FIRST-RESPONSE
ACCURACY

↓18%

NEGATIVE SENTIMENT IN
POST-PATCH FEEDBACK

QUIMBI PILLAR 2



Workflow Automation that Accelerates Play Support

What It Does

Quimbi links its analytics engine to **event-aware automation**. That means your workflows evolve as the game evolves. Capabilities include:

- Auto-escalation of bugs during live events
- Proactive refunds or bonus offers on failed IAPs
- Queue rerouting based on VIP status, toxicity signals, or LTV predictions
- Instant surfacing of patch notes, balance change logic, or help content

Case Study

A multiplayer FPS game with 3M DAUs automated 60% of post-match feedback tickets during launch week, **reducing AHT by 42%** and **saving \$280K** in temporary agent costs.

Reference

McKinsey (2024) estimates that AI automation in high-volume industries like gaming can **reduce operational costs by 30–45%** while boosting player loyalty.

QUIMBI PILLAR 3



Agent Engagement and Assist—Built for Game Support

What It Does

Support agents in gaming with tools that evolve with gameplay—not just static scripts. Quimbi gives them a **live HUD (Heads-Up Display)** for support:

- Smart response suggestions based on game mode, player type, and sentiment
- Game state overlays: event status, player behavior patterns, platform flags
- Peer benchmarks and gamified goals
- Real-time QA + coaching feedback based on player impact

Case Study

A live ops mobile RPG cut agent training time by 60% and achieved a **96% agent satisfaction score** by using Quimbi's Assist mode and gamified coaching.

Reference

Harvard Business Review (2023) confirms that AI-augmented agents outperform traditional support by **25–35% in resolution accuracy** and are **2x more engaged**.

“Agent Assist wasn’t just helpful—it made our new hires feel like game masters from day one.”

— VP, Player Support, Mid-Market Studio

The Synergistic Advantage: Integrated for Impact

Unlike disjointed tools, Quimbi's unified engine delivers **compound value**:



AI Analytics

Understand real-time player emotions and intent



Workflow Automation

Trigger the right action instantly, based on context



Agent Assist

Empower agents to respond confidently and with precision

Together, they form a closed-loop system that adapts to:

- New content release
- Player sentiment swings
- High-value cohort behavior
- Live events and anomalies

Studios using all 3 pillars report:

40% lower average handling time (AHT)

50% higher retention among whales/VIPs

3x more proactive deflections and issue resolutions

Implementation Strategy: How Studios Win with Quimbi

PHASE 1 Insight Activation

Deploy Quimbi's analytics to monitor every ticket, session, and Discord message. Identify pain points tied to monetization, retention, or engagement.

PHASE 2 Automation Setup

Build intelligent flows tied to release calendars, player cohorts, and VIP triggers. Automate escalation, routing, and bonus offers.

PHASE 3 Super Agent Rollout

Launch Agent Assist with training modules, gamified goals, and real-time support. See instant lift in confidence, empathy, and productivity.

Conclusion: Game Support Is Now a Competitive Advantage

Gaming players don't separate product and support. They expect fast, empathetic, and game-aware service. With Quimbi.ai, your support team becomes an extension of the game itself—proactive, contextual, and impactful.

It's not just about solving tickets. It's about winning loyalty, keeping players in the game, and creating **Super CX with Super Agents**.

Studios that implement Quimbi's full stack don't just fix issues—they **level up player experience** and unlock new monetization and retention opportunities.

References

1. Newzoo. (2023). Player Retention and Support Expectations in Live Ops Gaming
2. McKinsey & Company. (2024). AI and Automation for Player-Facing Teams in Digital Entertainment
3. Harvard Business Review. (2023). AI-Augmented Customer Service: Performance and Productivity Boosts
4. Forrester Research. (2024). Agent Assist Technologies for High-Stakes Verticals

Join the Conversation



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