

A Gorgias setup that runs on rules, not on whoever is online



HANDOFF, BY DESIGN

AI Agent passes anything outside its guidance to a person, with the order already attached.

01 Every channel, one queue

Email, chat, social and SMS. One brand or several, with views split by ticket reason so nobody digs.

02 Shopify in the ticket

Order status and Shopify order actions without leaving Gorgias, so agents stop switching tabs.

03 Honest reporting

See which tickets AI Agent closed and which it handed to your team, side by side.

Sort

Top ticket reasons mapped to rules and macros.

Ground

AI Agent guidance written before it goes live.

Launch

The first real conversations get read closely.

Bring history

Migration into Gorgias, scoped separately.