

How adeus **Delivers 24/7 Support** with Copilot



Goal:

- Provide in-app support without live agents
- Improve accuracy of delivered information

Platform delivers two-tier support in the Life Ring Button (LRB) by combining:

AI-generated summaries

AI-Driven Chat with Ady Copilot



Solution:

Support Copilot (named Ady in adeus)

providing conversational support and wide range of information thanks to integrated multiple resources

60%

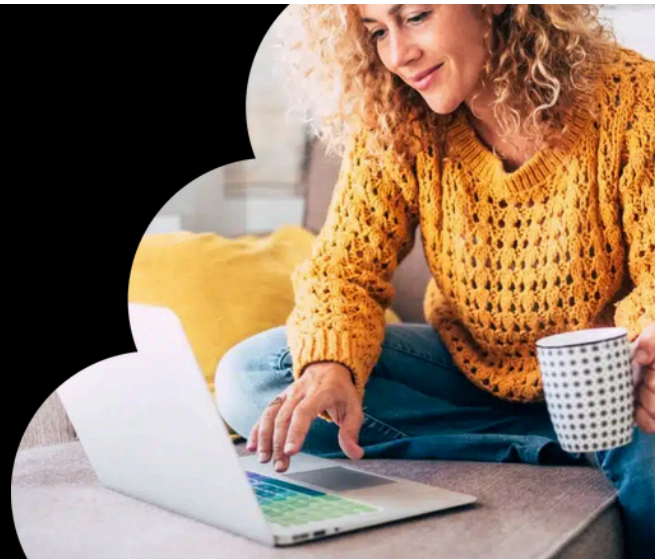
of queries handled end-to-end by Ady

<10%

error rate for Ady Copilot

<1 hour

Ady Copilot implemented



Copilot, which we've named Ady, has been a game changer for us. Our users get the right answers at the right time and we stay focused on higher-value work.

Mark Hedley
COO, adeus

About company:

adeus is a digital-first platform that helps users manage their legacy – both real world and digital – through its legacy planning platform. The platform offers a free tier, followed by flexible paid subscription plans. More at adeuslife.com.



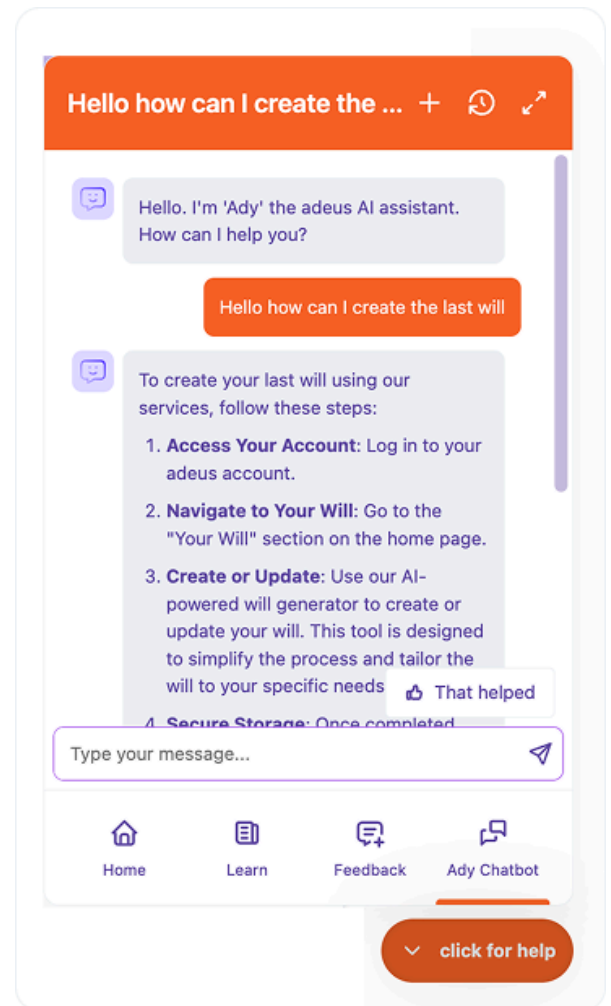
How adeus Users Benefit from with Ady Copilot

Ady Copilot now offers conversational level of user assistance for all adeus users, accessible in the “Ady Chatbot” tab within the Life Ring Button.

Ady's Core Functionalities:

Conversational Support: Enables real time contextual conversations that deliver accurate in depth answers

- **Multi-Source Connectivity** – Connects to the internal knowledge base, external website or blog to deliver relevant answers
- **Multi-Language Support** – Understands questions in any language and responds in the default language set for the Life Ring
- **Feedback Mechanism** – Users can rate responses and leave comments to improve answer quality
- **Conversation History** – Retains chat history for 30 days to preserve context
- **Support Strategy** – adeus opted for a fully automated Ady Copilot with no live-agent fallback,



Life Ring Button (Help Center) with Ady Copilot conversation

Power Tip:

While adeus opted for a fully automated support, Product Fruits' administration allows hybrid configurations: if a user gives negative feedback on Ady's answer, or even on the very first query, a “Switch to Live Agent” button appears in the chat, seamlessly routing them to human support when needed.

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