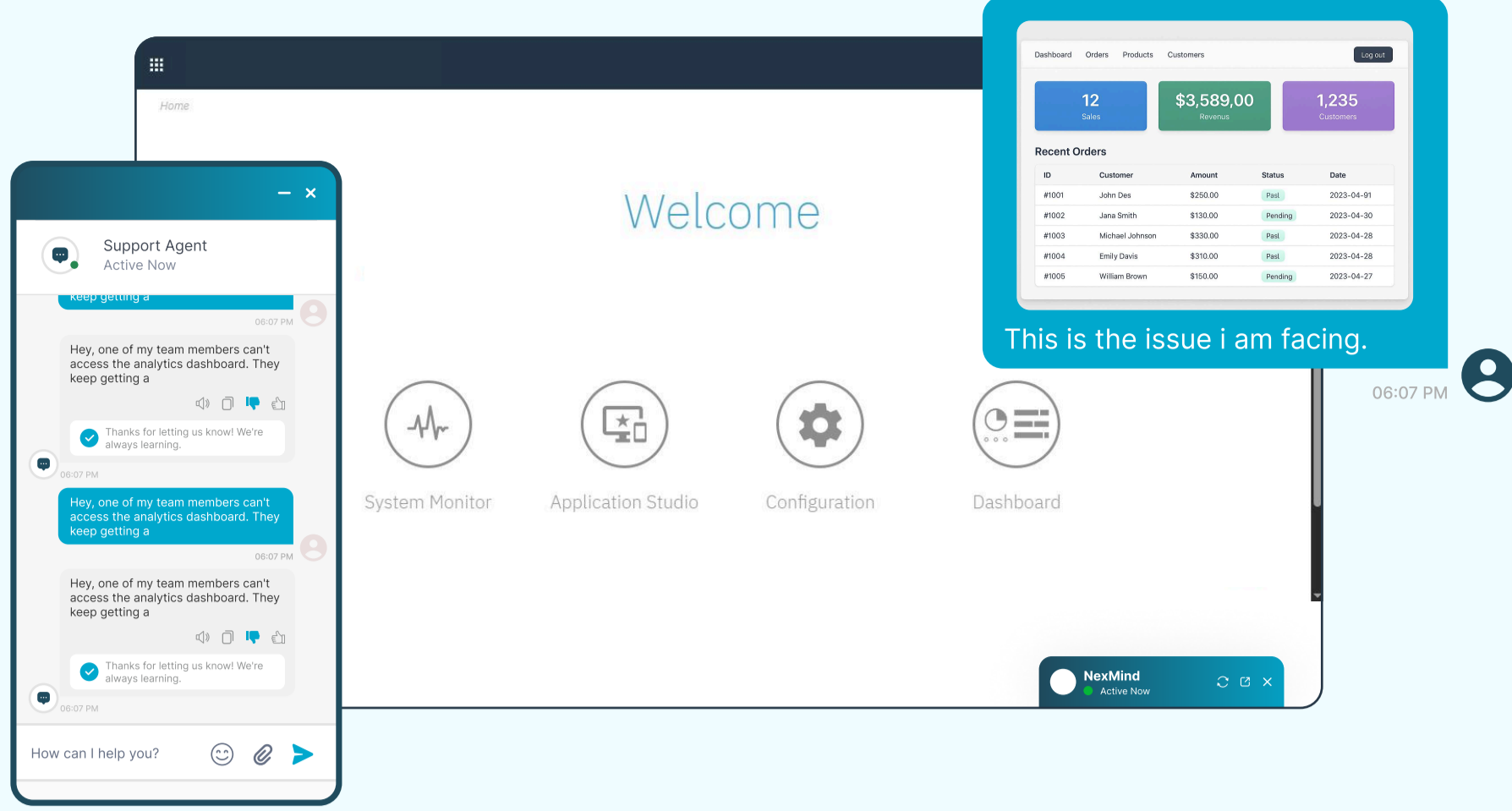


AI-Powered Chatbot for Intelligent Customer Support



An AI-driven intelligent assistant built for enterprise SaaS and CX platforms, designed to transform customer support into a seamless, proactive, and always-available experience. By combining natural language understanding with deep system integrations, the solution empowers users to resolve queries, access documentation, and raise support tickets effortlessly, all through a single conversational interface.

Its vision is to eliminate the friction of navigating complex help portals while enabling enterprises to deliver faster, smarter, and more cost-efficient support.

Challenges

Enterprise SaaS customers in industries like CRM, DevOps, and license management often struggle with traditional support systems. Users face:

- Difficulty navigating vast documentation and help portals.
- Low adoption of self-service due to unintuitive UI and scattered resources.
- High reliance on human agents for repetitive, low-value queries.
- Lack of contextual support, slowing ticket resolution.
- Inefficient, multi-step workflows for raising support requests or accessing integrated systems.

These issues created longer resolution times, higher support costs, and lower customer satisfaction. Enterprises required a solution that could unify fragmented support experiences while scaling across on-premise and cloud environments securely.

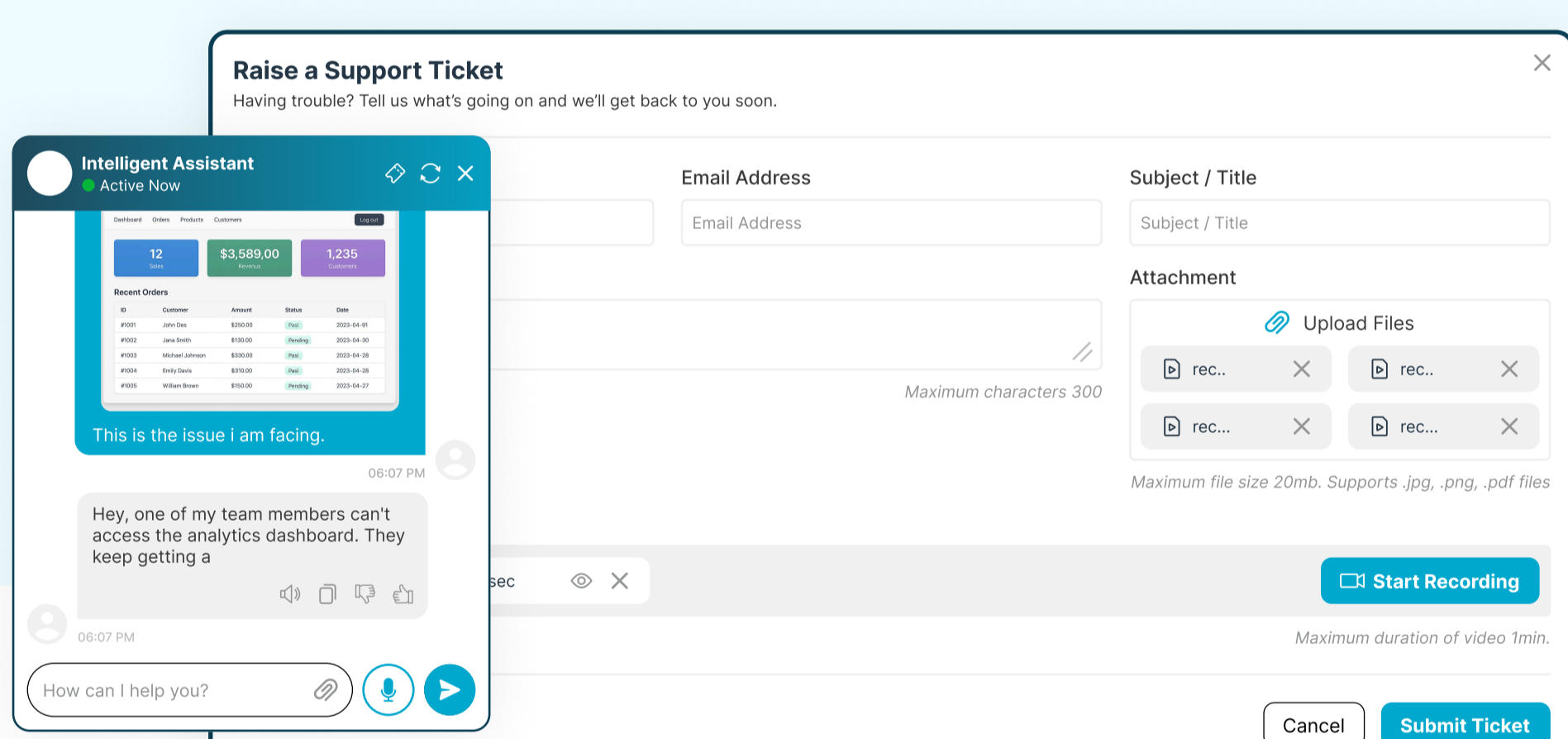
Solutions

A next-generation, agentic AI-powered support assistant was designed and implemented to blend natural language intelligence with proactive workflows.

Key solution components included:

- Conversational AI:** Integration of OpenAI's GPT-3.5 Turbo, trained on enterprise documentation and FAQs, enabling contextual, real-time query resolution.
- Agentic Intelligence:** Autonomous flows for raising tickets, attaching optional screen recordings, and integrating seamlessly with CRMs like Salesforce.
- Custom Dashboards:** Proactive monitoring and ticket management interfaces tailored to user roles (ops, composers, end users).
- Scalable Architecture:** Built on .NET backend, Python AI components, and Milvus DB for vector retrieval. Deployed with Docker containers on AWS for high availability and low latency.
- Secure Integrations:** REST/GraphQL APIs with JWE token-based authentication ensured enterprise-grade role-based access control.
- Feedback Loop:** Real-time feedback collection on bot responses, continuously improving accuracy and user trust.

The incremental, feedback-driven implementation ensured smooth adoption, even in environments with legacy systems and on-premise restrictions.



Results



Efficiency Gains

Reduced query resolution time from minutes of manual searching to instant responses. Agent management time cut by 85%. Widget load times optimized from 4-5s to 2-3s.



User Engagement

Boosted self-service adoption, resulting in a 60% drop in support requests related to navigation issues. Contextual ticket creation (with optional screen recordings) reduced back-and-forth clarification with support staff.



Cost Savings

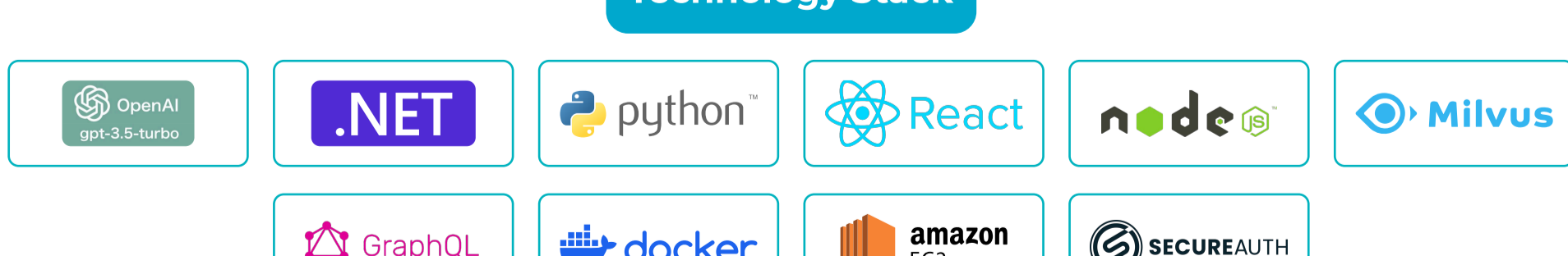
Infrastructure and AI costs remained minimal (~\$6-8 per 10,000 interactions, ~\$46/month infra), while delivering measurable ROI through reduced ticket volumes and higher agent productivity.



Customer Satisfaction

Enabled faster resolutions, proactive support flows, and higher adoption rates among support and operations teams.

Technology Stack



Key Takeaway

This AI-powered support assistant demonstrates how Agentic AI can transform reactive help desks into proactive, intelligent, and scalable ecosystems. By bridging fragmented knowledge systems with conversational intelligence, it empowers enterprises to cut costs, speed up resolutions, and deliver the always-on, frictionless experiences that modern customers expect.