



Customer Support Agent

Answers frequently asked questions automatically via email. Escalates complex issues to you.

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1 AT A GLANCE

AREA	Support
TRIGGER	A new request in your support inbox
RESULT	Fast answers to common questions, complex cases go to you
INTEGRATIONS (EXAMPLES)	Gmail / Outlook FAQ / knowledge documents AI model

2 HOW THE WORKFLOW RUNS

- **1 Receive the request**
A new customer request arrives in your support inbox.
- **2 Classify**
The agent detects the topic and urgency and checks whether it is a common question.
- **3 Look it up**
The right answer is put together from your FAQ and knowledge documents — not made up.
- **4 Reply**
Common questions are answered directly by email, after your approval if you prefer.
- **5 Escalate**
Complex or sensitive requests are forwarded to you with a short summary.

Answers are based on your own FAQ and documents. Unclear cases always go to you.

IDEAL FOR

- ✓ Businesses that answer the same questions again and again
- ✓ Online shops and service providers with email support
- ✓ Teams that want to reply faster without hiring

CUSTOMISABLE

- ✓ Which topics are answered automatically
- ✓ Tone, language and signature
- ✓ Automatic sending or approval

WHAT YOU NEED

- ✓ A support inbox with API access
- ✓ Your FAQ or knowledge documents
- ✓ Rules for which topics always go to you

PRIVACY & SECURITY

- ✓ Answers only from approved sources
- ✓ Sensitive requests are never answered automatically
- ✓ Customer data stays in your inbox

YOUR CONTROL You decide which questions the agent may answer on its own.

This describes the typical process. Every workflow is adapted to your tools, processes and requirements during the project; details and pricing are agreed individually.

Interested in this workflow?

In a free intro call we look at how the workflow can be adapted to your tools.

Book an intro call