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SUPPORT SAGE

"the AI-driven solution for personalized customer care interactions!"

TEAM

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DATA SCIENTIST



PROBLEM

- Most businesses utilize email as a channel of communication between users and CSRs
- Many customer service representatives struggle to thoroughly analyze emails manually, leading to delays in response times and potential misinterpretation of customer needs.
- Without access to a comprehensive knowledge base, CSRs may struggle to find relevant information to address customer inquiries effectively, resulting in incomplete or inaccurate responses.
- This contributes to inefficient communication processes, hindering CSRs' ability to provide timely and relevant assistance to customers.
- Customers often express frustration with receiving generic responses from customer support teams, indicating a need for more personalized and tailored solutions to their inquiries and concerns.



PRODUCT OVERVIEW

Support Sage revolutionizes customer support by integrating AI technology to personalize email responses and enhance interactions. Leveraging Generative AI and RAG architecture, it analyzes incoming emails for sentiment, provides personalized response suggestions, and integrates with **knowledge base** articles for comprehensive support.

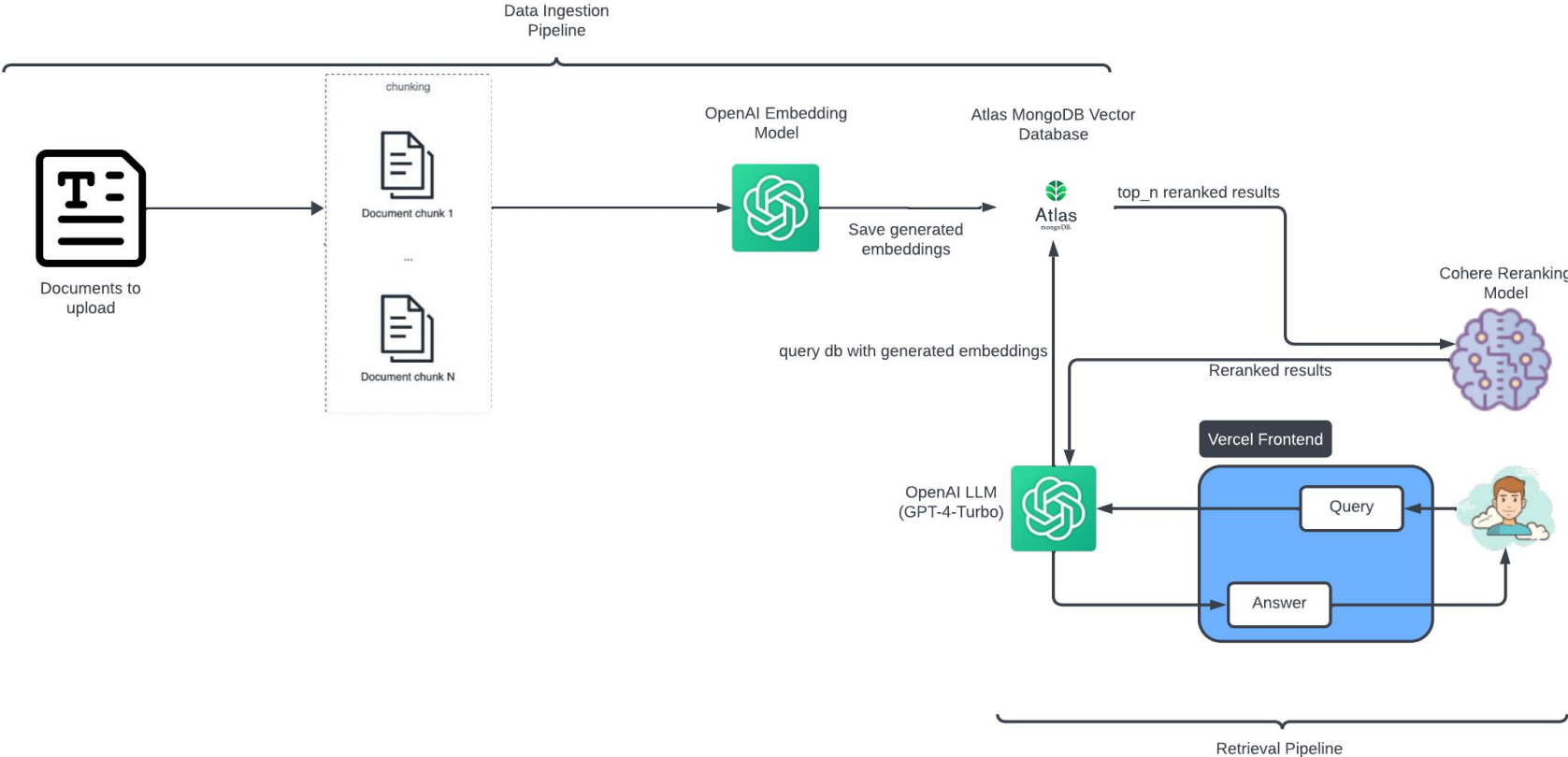
PRODUCT BENEFITS

- **Enhanced Customer Satisfaction:** By personalizing email responses and addressing customer inquiries promptly and accurately, Support Sage improves overall customer satisfaction levels.
- **Increased Efficiency:** Support Sage streamlines email communication processes by providing AI-powered response suggestions and integrating with knowledge base articles, enabling CSRs to handle inquiries more efficiently.
- **Improved Response Quality:** With advanced sentiment analysis capabilities, Support Sage ensures that CSRs deliver responses that are tailored to the customer's emotional state, leading to more empathetic and effective interactions.

PRODUCT BENEFITS

- **Comprehensive Support Solutions:** By integrating with Retrieval Augmented Generation (RAG) models, Support Sage provides CSRs with access to a vast knowledge base, enabling them to provide comprehensive and accurate support solutions to customers.
- **Time and Cost Savings:** Support Sage reduces the time spent on manual analysis and searching for information, allowing CSRs to handle a higher volume of inquiries effectively. This efficiency translates to cost savings for the organization.

HOW IT WORKS



DEMO




DEMO

Support mail: qwerty485supp@gmail.com

<https://support-sage-pi.vercel.app/>

EVALUATION WITH TRUELENS



Leaderboard

Apps

Evaluations

trulens_eval
v0.28.2

Share Feedback

SmartSolutions_App_v10 [Ⓢ]

Records	Average Latency (Seconds)	Total Cost (USD)	Total Tokens	relevance	qs_relevance	groundedness_measure_with_cot_rea...	Select App
20	13.75	\$0.14	11.34k	0.79 ▲ medium	0.65 ▲ medium	0.55 ● low	

SmartSolutions_App_v2 [Ⓢ]

Records	Average Latency (Seconds)	Total Cost (USD)	Total Tokens	relevance	qs_relevance	groundedness_measure_with_cot_rea...	Select App
80	7.34	\$0.67	59.92k	0.91 ■ high	0.46 ● low	0.18 ● low	

SmartSolutions_App_v3 [Ⓢ]

Records	Average Latency (Seconds)	Total Cost (USD)	Total Tokens	relevance	qs_relevance	groundedness_measure_with_cot_rea...	Select App
20	13.75	\$0.16	12.7k	0.79 ▲ medium	0.54 ● low	0.6 ● low	

SmartSolutions_App_v4 [Ⓢ]

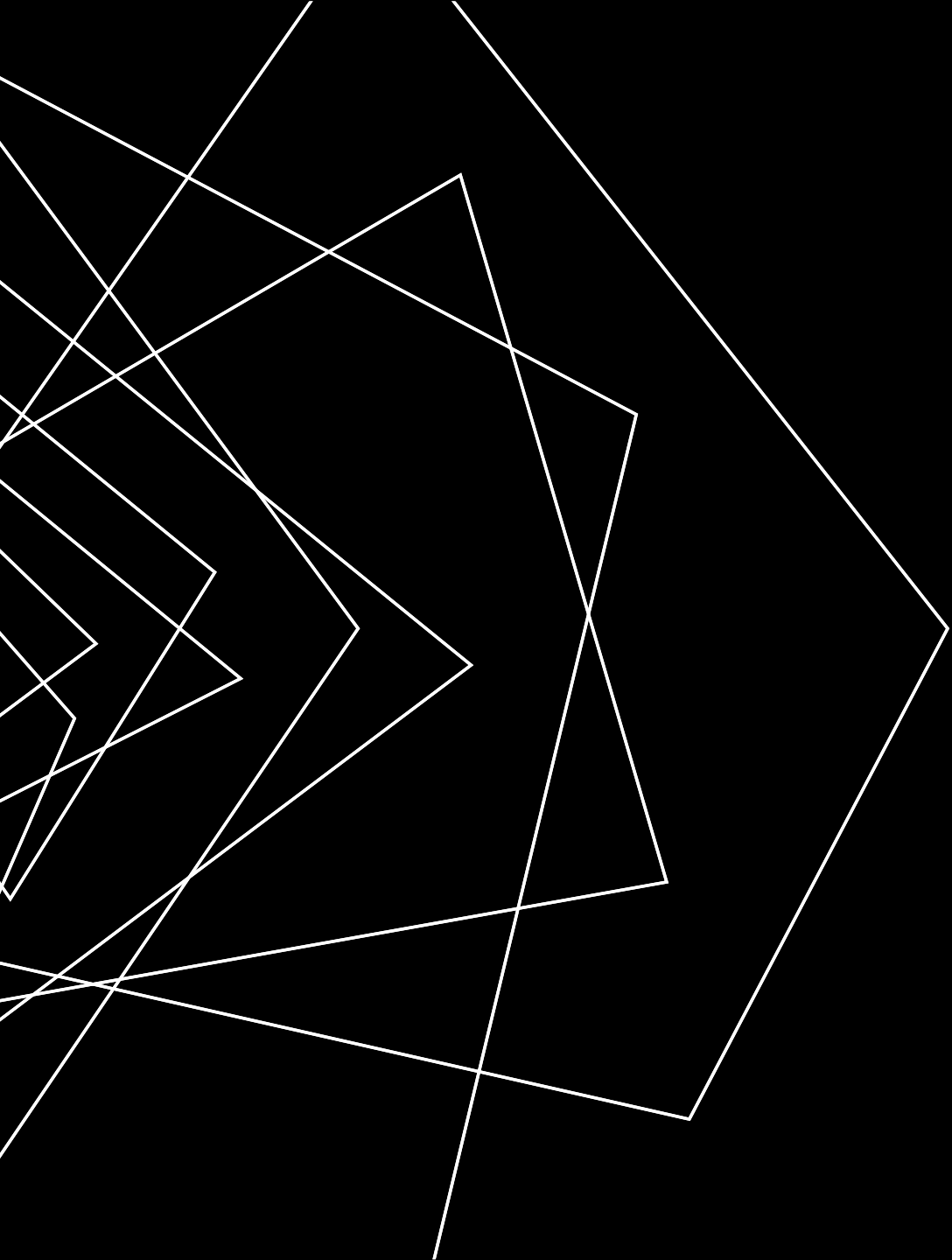
Records	Average Latency (Seconds)	Total Cost (USD)	Total Tokens	relevance	qs_relevance	groundedness_measure_with_cot_rea...	Select App
20	13.75	\$0.16	13.54k	0.8 ▲ medium	0.54 ● low	0.59 ● low	

MARKET OPPORTUNITY

- Rise in online businesses demand for efficient customer support solutions
- Modern consumers expect personalized interactions and solutions from businesses.
- As businesses seek to differentiate themselves in a crowded market, innovative solutions like Support Sage provide a competitive edge by offering advanced AI-driven features that improve efficiency and effectiveness in customer support.

REVENUE MODEL

- **Pay-Per-Use Model:** Introduce a pay-per-use pricing model where businesses pay based on the number of emails processed or AI features utilized. This model offers flexibility for businesses with fluctuating support demands and allows them to scale their usage accordingly.
- **Enterprise Licensing:** Target large enterprises with high email volume and complex support needs. Offer custom licensing agreements tailored to their specific requirements, including dedicated support, training, and customization options.
- **Add-On Services:** Offer additional services such as advanced analytics, custom integrations, or consulting services for businesses looking to further optimize their customer support operations. These add-on services can be priced separately or bundled with subscription plans for added value.



THANK YOU