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AI Customer Service Agent

AI is not the future, it is now

AI Voice Agents
Are The Future Of
Customer Service

Imagine a world where your business is reachable 24/7. Where all inbound calls can be managed by AI with the ability to perform pro active outbound calls for a multitude of tasks

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Common Duties Of An AI Agent In Customer Service

Lets take a look at what we can do to level up your customer service offering in your business

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Handling Inbound Calls

- Greet your customers with a smile 24/7

- Direct calls to the right department or resolve the issue directly with the customer

- Understand their intent using natural language and collect information like name, email, account ID etc

- Your voice agent can detect when the person on the call is getting frustrated and transfer the call to human support if required

Answering FAQ's

Your AI voice agent can answer billing questions, provide product information, answer product shipping status, hours of operation, product return policies etc.

*Requires API integration and some customisation

Booking, Cancelling & Rescheduling Appointments

- Access and manage calendars

- Confirm details with callers

- Send follow up reminders by SMS or email

Processing Orders & Payments

- Your AI agent can guide the customer through product selection

- Send payment links to clients via SMS or email

- Confirm purchases & send receipts

— GREAT TO **HEAR.** DID YOU RECEIVE YOUR

Pro Active Outbound Calls

- Call customers to confirm appointments
- Upsell or cross sell based on past behaviour
- Follow up on recent purchases to ensure the client is happy
- Conduct surveys or feedback calls with clients

Handling Refunds & Return Requests

- Authenticate the customer
- Check order eligibility for refund/return
- Process the return or escalate for approval

*This is a new feature and it requires some customization
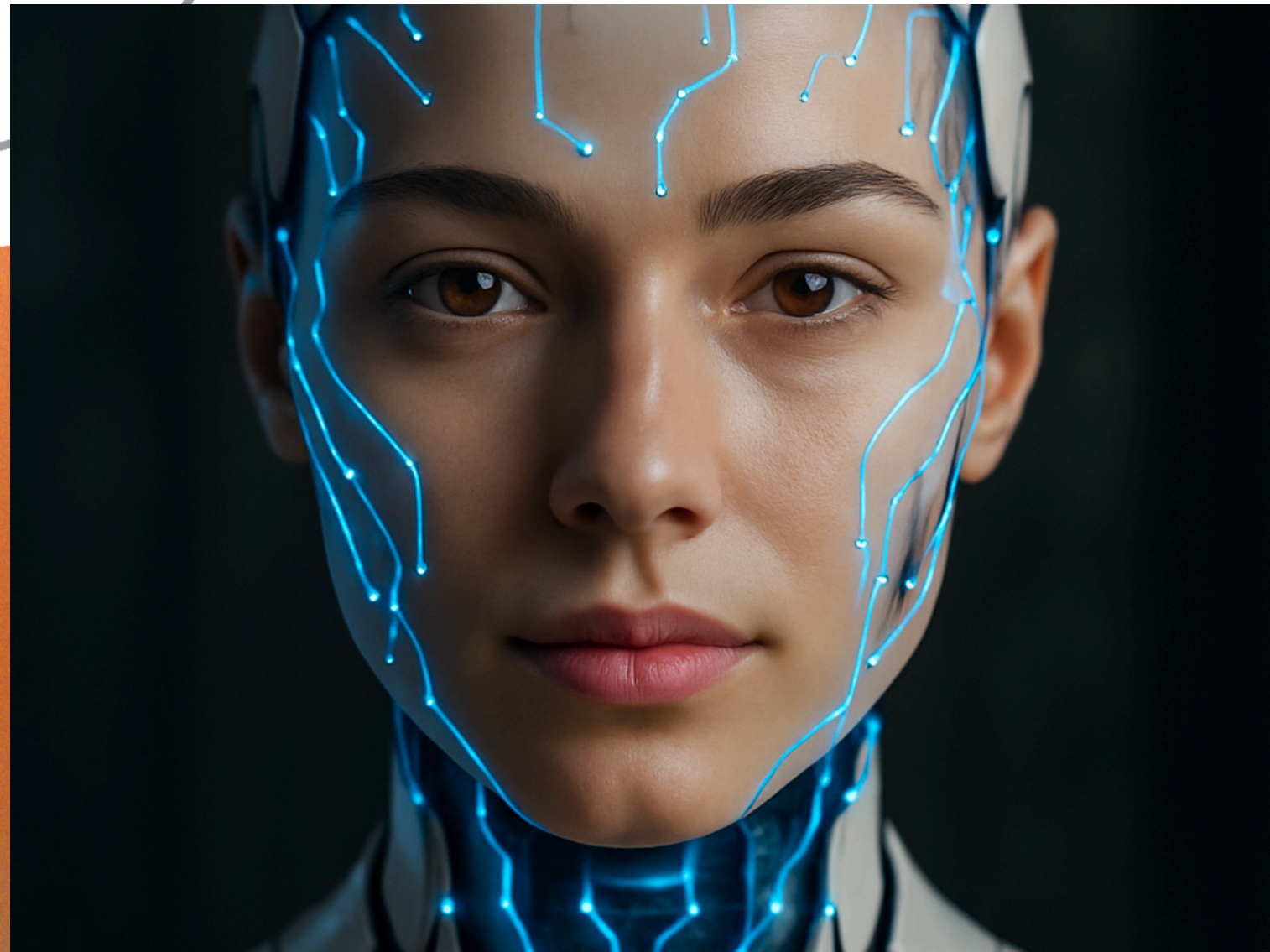
Escalating Complex Issues

- Detect frustration and intent to escalate
- Seamlessly hand a call over to a human agent

Quick Questions

01 Do you believe implementing an AI customer service agent into your business will help remove pain points for your CS team and enable them to be more productive?

02 Do you want to modernise your business and gain a significant competitive advantage?

03 How much would you be willing to pay for an employee who doesnt sleep, doesn't burn out and always delivers exceptional customer service and support to your sales team and clients?
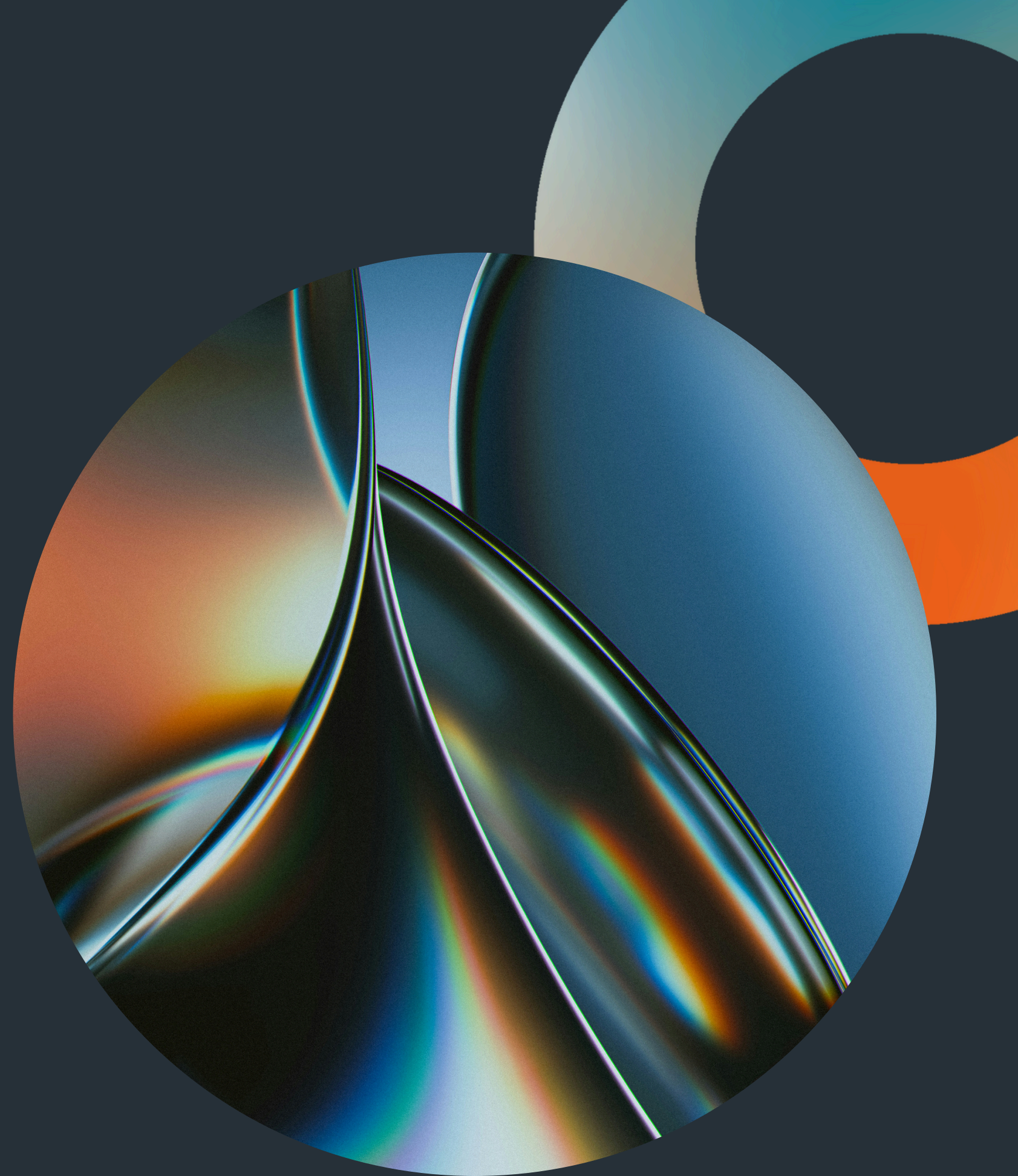
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AGENT PRICING

Book a meeting at
leadsgenius.ai to discuss pricing

 or email mark@leadsgenius.ai