Customer Support AI Workflow

1. Customer Inquiry Received

- • Customer submits question through chat, email, helpdesk, or website form.
- • System logs inquiry and assigns basic metadata (timestamp, channel).
- • AI triage system activated automatically.

2. AI Classification & Intent Detection

- • AI analyzes the inquiry text to detect intent and urgency.
- • Message sorted into categories (billing, technical support, general info, complaints, etc.).
- • Sentiment analysis performed to gauge customer emotion.

3. Recommended Response Generation

- • AI drafts a suggested response based on knowledge base and past interactions.
- • Possible solutions, troubleshooting steps, or relevant links included.
- • Flag raised if inquiry includes sensitive or escalated content.

4. Human-in-the-Loop Review (HITL)

- • Support agent reviews AI-drafted response for accuracy and tone.
- • Agent edits, approves, or replaces the suggested reply.
- • For straightforward queries, auto-approval may be enabled.

5. Customer Response Sent

- • Final response delivered to customer through original channel.
- • If follow-up is required, ticket remains open with clear next steps.
- • Customer satisfaction prompt optionally included.

6. Case Resolution & Logging

- • Ticket status updated (resolved, pending, escalated).
- • AI logs resolution type for future learning.
- • Knowledge base updated if new or improved solution was identified.

7. Feedback & Optimization Loop

- • Customer feedback analyzed for satisfaction trends.
- • AI model retrained with new insights from resolved tickets.
- • Support workflows refined to reduce resolution time and improve accuracy.