Customer Service Agentic Al Solutions

Accelerating The Frontier Firm Journey

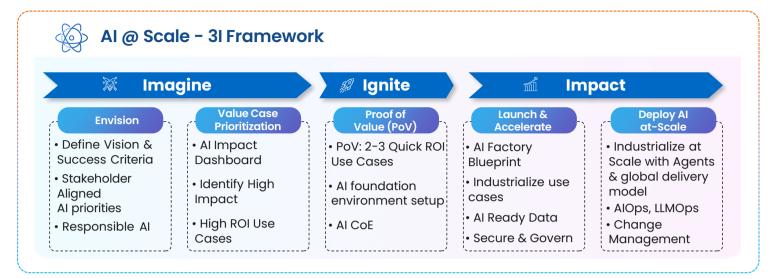
The Agentic AI era is here, and Customer Service is evolving from a cost center to a growth engine. By moving beyond fragmented pilots, enterprises can rewire how they triage, resolve, and predict customer needs using autonomous multi-agent systems. WinWire's **Agentic AI @ Scale Playbook** enables CX leaders to achieve measurable outcomes with speed, scale, and confidence—positioning Customer Service as a true business accelerator.

WinWire

[RouteRight	SmartSummary	ProactivePro	AutoResolve	Customer Service AgentVerse
Use Case Overview	Autonomous classification, prioritization & routing of incoming tickets	Accelerates automatic summary creation across channels & update CRM	Detects negative signals & proactively engages with customers with solutions	Automatic resolutions of common tickets	OmniChannel Orchestrator: Unified Customer Interaction Knowledge Fusion:
Measurable KPIs	First Response Time ↑ 30%-40%	Agent Efficiency ↑ 50%	Customer Retention ↑	Manual Tickets ↓ 50%	Actionable Insights CrystalBall: Custome Insights & Retention
	Cost Optimization	Data Hygiene ↑ 20%	10-15% Churn Reduction ↓ 20%	Resolution Time ↑ 30%	AlEye: Monitoring & Insights
Business Impact	Speed of Resolution Cost Optimization	Better Compliance Higher Efficiency	Higher Revenue Retention	Cost Optimization Better Employee	OneCustomer: Real Time Customer Context
	SLA Compliance		Better Customer Experience	Experience	SentimentSense: Feedback & Sentimer
Potential ROI	5X – 10X	5x - 10x	5x - 8x	6x - 8x	Analyzer GlobalAgent: Multi-
Time to Value	8-10 Weeks	6-8 Weeks	12-16 Weeks	14 - 18 Weeks	lingual Support AgentAssist: Al
Quick Win / Big Bet	Quick Win	Quick Win	Big Bet	Big Bet	Companion RevLift: Up-Selling & Cross-Selling
	Ticket Triage	Knowledge Management	Preventive Outreach	Resolution	Cross Jennig

WinWire's ROI-Driven Agentic AI @ Scale Approach

WinWire accelerates Agentic AI deployment with its proven 3I (Imagine-Ignite-Impact) framework. From prioritizing use cases to scaled deployment, we combine Agentic AI with a structured approach to transform the human resources function with speed and precision.



WinWire IP and Accelerators







100+ pre-built WinAgent Library



WinAgent KnowledgeBase



WinAl Factory Model



WinAgentic **SDLC**



WinAl Governance



WinAgentic **AIOps**

Key Deliverables



Quick MVP Plan







Top 10 Value Case with CxO KPI Overlays



High Level Consumption Plan



Value Realization & Monitoring Engine

Customer Story



Auto-Routing & Ticket Triage Agentic AI System

A leading U.S. software company faced rising service volumes and delayed responses

WinWire implemented an Agentic Al Auto-Routing & Ticket Triage System that automated classification and prioritization, improving first-response time by 40%, reducing misrouted tickets by 60%, and enabling 24×7 autonomous support operations.

Powered by Azure Al Platform



Azure Al Foundry



Copilot Studio



Github Copilot

Contact Us



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