

Customer Service Agentic AI 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.

	 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: Actionable Insights CrystalBall: Customer Insights & Retention AI Eye: Monitoring & Insights OneCustomer: Real Time Customer Context SentimentSense: Feedback & Sentiment Analyzer GlobalAgent: Multi-lingual Support AgentAssist: AI Companion RevLift: Up-Selling & Cross-Selling
Measurable KPIs	First Response Time ↑ 30%-40% Cost Optimization	Agent Efficiency ↑ 50% Data Hygiene ↑ 20%	Customer Retention ↑ 10-15% Churn Reduction ↓ 20%	Manual Tickets ↓ 50% Resolution Time ↑ 30%	
Business Impact	Speed of Resolution Cost Optimization SLA Compliance	Better Compliance Higher Efficiency	Higher Revenue Retention Better Customer Experience	Cost Optimization Better Employee Experience	
Potential ROI	5X – 10X	5x – 10x	5x – 8x	6x – 8x	
Time to Value	8-10 Weeks	6-8 Weeks	12-16 Weeks	14 – 18 Weeks	
Quick Win / Big Bet	Quick Win	Quick Win	Big Bet	Big Bet	
	Ticket Triage	Knowledge Management	Preventive Outreach	Resolution	

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.

