

# Customer Service Agentic AI Solutions

## Accelerating The Frontier Firm Journey

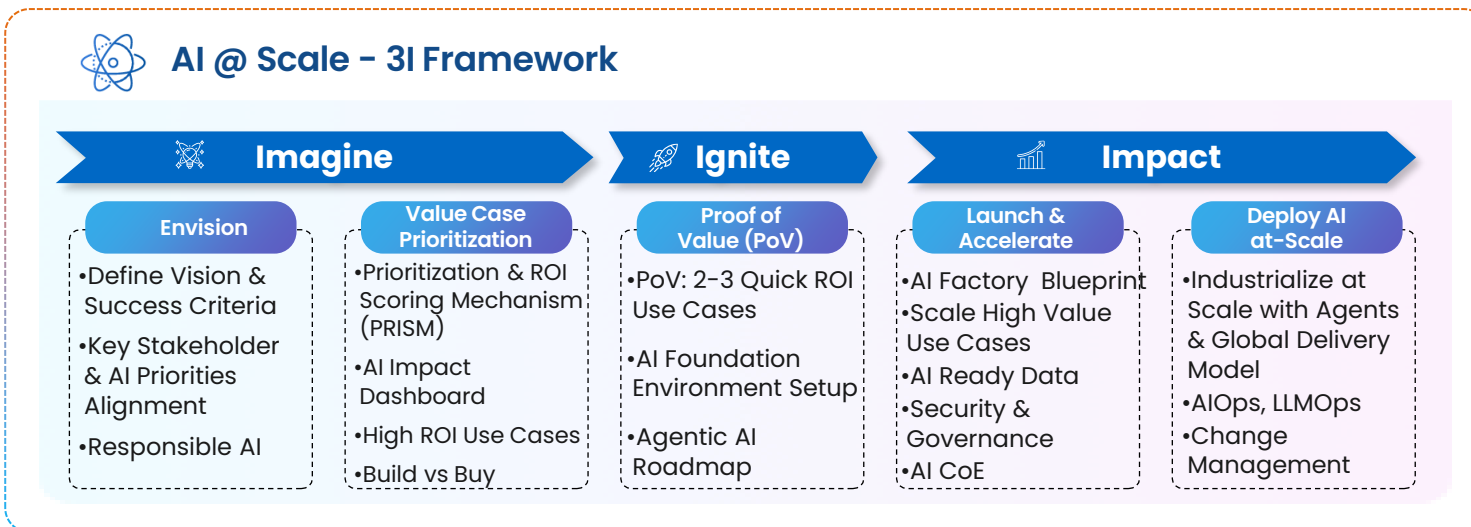


The Agentic AI era is here, and Customer Service is evolving from a cost center to a growth engine. By moving beyond fragmented pilots, enterprises can rewire how they triage, resolve, and predict customer needs using autonomous multi-agent systems. WinWire’s **Agentic AI @ Scale Playbook** enables CX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

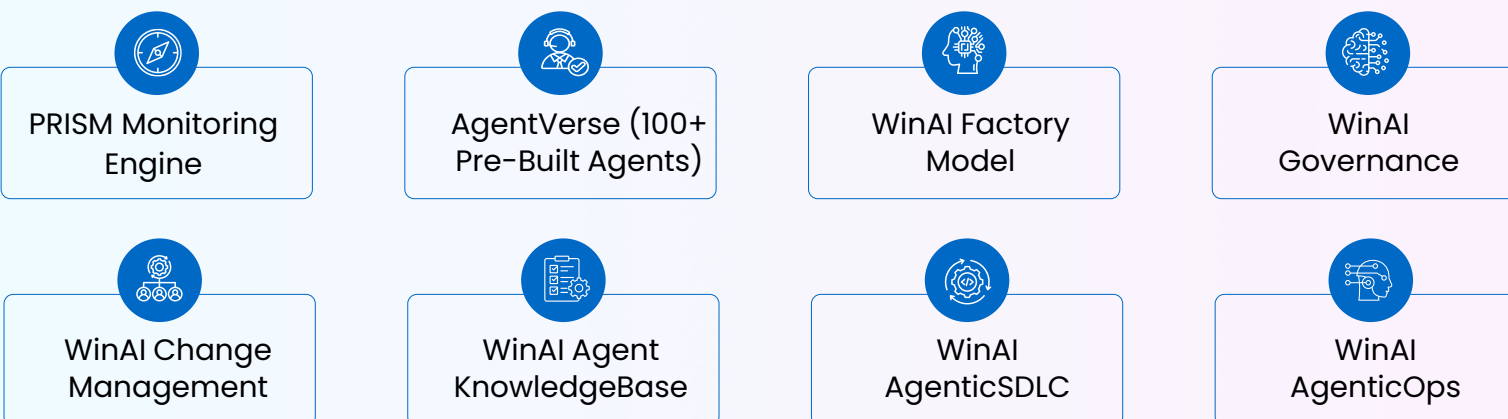
	 <b>RouteRight</b>	 <b>SmartSummary</b>	 <b>ProactivePro</b>	 <b>AutoResolve</b>	 <b>Customer Service AgentVerse</b>
<b>Use Case Overview</b>	Autonomous classification, prioritization & routing of incoming tickets	Accelerates automatic summary creation across channels & update CRM	Detects negative signals & proactively engages with customers with solutions	Automatic resolutions of common tickets	<ul style="list-style-type: none"> <li>• <b>OmniChannel Orchestrator:</b> Unified Customer Interaction</li> <li>• <b>Knowledge Fusion:</b> Actionable Insights</li> <li>• <b>CrystalBall:</b> Customer Insights &amp; Retention</li> <li>• <b>AI Eye:</b> Monitoring &amp; Insights</li> <li>• <b>OneCustomer:</b> Real Time Customer Context</li> <li>• <b>SentimentSense:</b> Feedback &amp; Sentiment Analyzer</li> <li>• <b>GlobalAgent:</b> Multi-lingual Support</li> <li>• <b>AgentAssist:</b> AI Companion</li> <li>• <b>RevLift:</b> Up-Selling &amp; Cross-Selling</li> </ul>
<b>Measurable KPIs</b>	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%	
<b>Business Impact</b>	Speed of Resolution Cost Optimization SLA Compliance	Better Compliance Higher Efficiency	Higher Revenue Retention Better Customer Experience	Cost Optimization Better Employee Experience	
<b>Potential ROI</b>	<b>5X – 10X</b>	<b>5X – 10X</b>	<b>5x – 8x</b>	<b>6x – 8x</b>	
<b>Time to Value</b>	8-10 Weeks	6-8 Weeks	12-16 Weeks	14 – 18 Weeks	
<b>Quick Win / Big Bet</b>	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.



## WinWire Accelerators



## Key Deliverables



Top 10 Value Case with CxO KPI Overlays

High Level Consumption Plan

Quick MVP Plan

PRISM 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 AI Auto-Routing & Ticket Triage System that automated classification and prioritization, **improving first-response time by 40%, reducing misrouted tickets by 60%, and enabling 24x7 autonomous** support operations.

### Technology Agnostic Expertise

- Gemini Enterprise
- Agentspace
- Azure AI Foundry
- Amazon Bedrock
- Github Copilot

## Contact Us

[www.WinWire.com](http://www.WinWire.com)

[AgenticAI@WinWire.com](mailto:AgenticAI@WinWire.com)