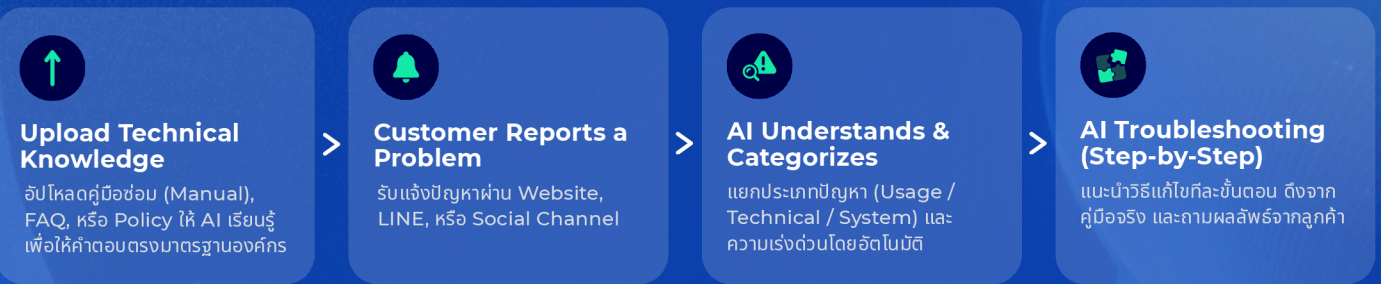


AI Care

Agentic AI for Intelligent Customer Support

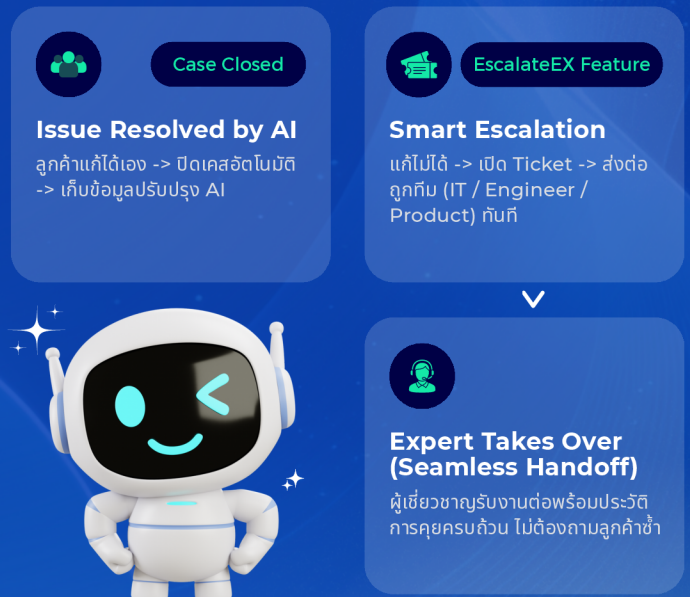
AI Care is an Agentic AI Service Agent that autonomously resolves customer issues, guides troubleshooting, and escalates complex cases with full context using the EscalateEX intelligence layer.

Designed to close issues. Not just log them.



CORE CAPABILITIES

- Technical Knowledge Ingestion
- Issue Intake & Intelligent Classification
- Guided Step-by-Step Troubleshooting
- Autonomous Case Resolution
- Smart Escalation Logic
- Two-Sided Case Closure (Customer + System)
- Continuous Learning & Improvement



WHY AGENZA AI CARE?

- Reduce support workload instantly
- Improve first-contact resolution
- Deliver consistent, high-quality customer experience
- Seamlessly blend AI automation with human expertise
- Built for real operations — not demos

EscalateEX

AI platform for managing the "Voice of the Customer"

An AI platform that gathers all customer voices, forwards them to the right people, effectively resolves issues, and transforms feedback into business intelligence.

- Intelligent Voice Capture
- Smart Routing & Escalation
- Resolution & Learning