

Eloquens AI for Managed Service Providers

The problem it solves

MSPs support many different clients at once. Each client has its own contacts, rules, and expectations. A lot of time gets lost sorting emails, checking what is covered, asking for missing details, and writing the same answers again and again. Nights and weekends are hard to cover. Time notes get missed. Preparing client review meetings takes hours.

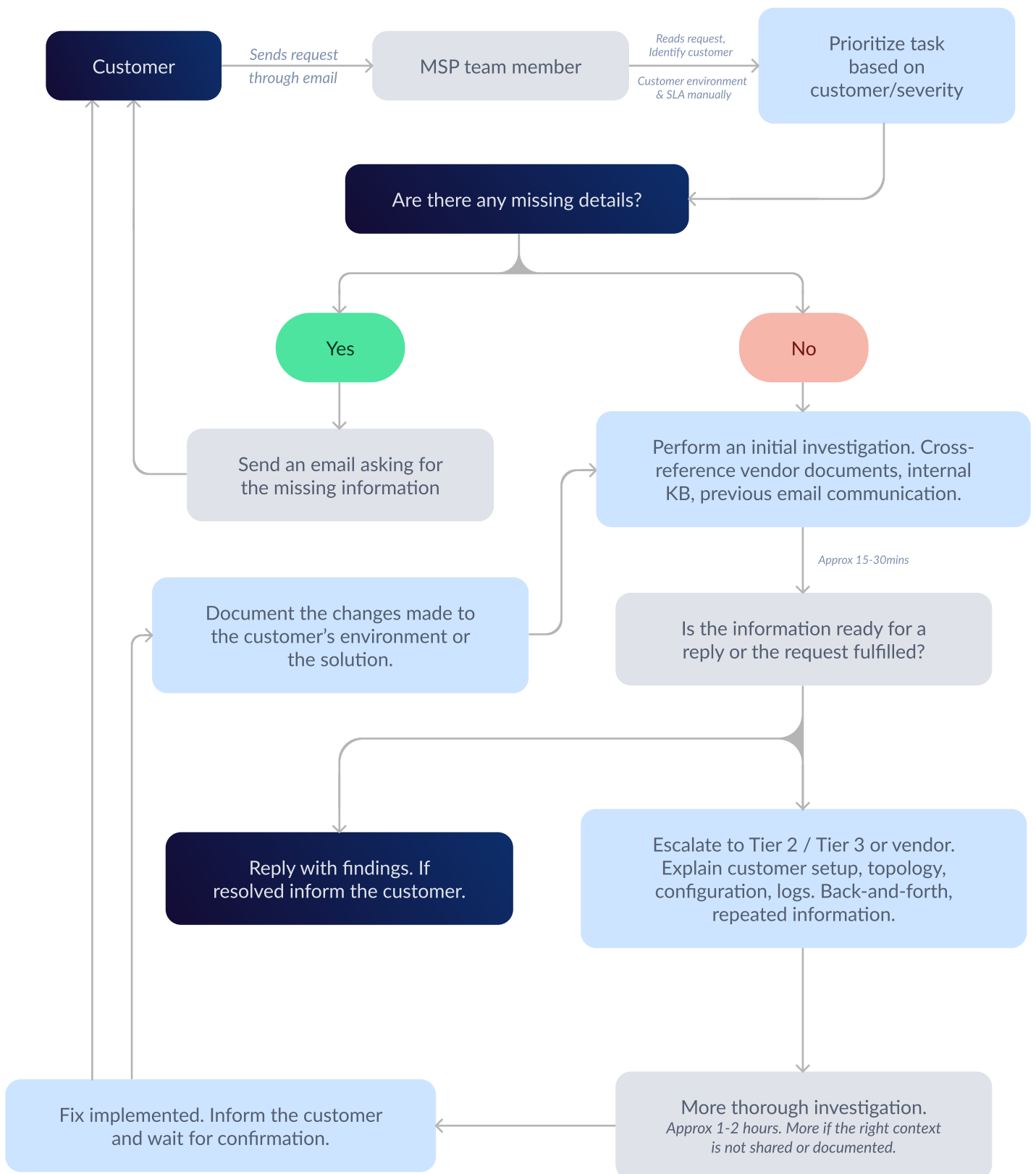
Common failure points:

- SLA breaches (slow triage, manual routing).
- Missed escalation deadlines for VIP customers.
- Low context or poor documentation when escalating.
- Repeated manual steps across different customers.
- Poor knowledge capture - fixes don't become reusable playbooks if they are not correctly documented for future reference.

What Eloquens AI does

Eloquens AI connects to your central inboxes like support@yourcompany.com. It reads each email, figures out which client it belongs to, what the request is about, and builds a reply based on your approved guides and documents. The reply then goes out within a few minutes. If a human needs to step in, the message is sent to the right team with a clear draft without wasting time.

Requests for MSP flow (without Eloquens AI)



Built for MSP realities

 **Multi-inbox coverage:** Create email personas for each client or service line. Connect Gmail, Microsoft 365, or GFI KerioConnect® AI so replies come from the correct address without changing your mail setup. Manage everything from one place, track response speed and accuracy, and fold approved wording back into your knowledge over time.

 **Client-aware handling:** Detect the client from the sender and thread, identify the language, and tone. Honor that client's SLA and maintenance window, recognize VIPs and the account owner, and route to the right queue or person.

 **Replies within a few minutes, in the client's language:** Many MSP clients have teams who don't speak the same language. Eloquens AI reads the incoming email, drafts from your approved guides, and replies in the user's language within a few minutes, keeping the same thread. Fewer misunderstandings, less back-and-forth, faster first-touch resolution, and a consistent experience across every client.

 **Answers based on your knowledge:** As an MSP, you already create and collect knowledge to support your customers; documentation from implementations, change records, KB articles, vendor guides, and more. Upload or link these sources (PDFs, web pages, wikis, approved vendor docs, spreadsheets, etc.) and Eloquens AI builds responses directly from them, so every reply matches the way you already work.

 **Human handoff when it matters:** If a customer raises an urgent issue or a question falls outside standard playbook, Eloquens AI routes it to the right team member. The handoff can include a ready-to-edit draft so your staff can respond quickly and keep the client conversation moving without delay.

 **Calendar friendly:** For cases that require a call, it can offer scheduling using your link and set the appointment from the email flow.

 **Conversation review and stats:** See all threads in one place, review drafts, and track performance with built-in analytics to spot trends and improve.

 **Compliance posture:** Designed for business use with GDPR and SOC 2 statements on the product site.

 **Works with common MSP stacks:** Personas can sit by multiple inboxes and workspaces, and the platform supports popular mail systems used by MSPs today.

High-value workflows to automate

1 Simple (everyday, repeatable requests)

- Incident reports
- Access/security alerts
- Service health questions

2 Triage (get work moving with right information and context)

- Gather missing information, details, logs
- Verify the scope of the request
- SLA-aware triage

3 Operational requests (more technical guidance and edge cases)

- Maintenance coordination
- Upgrade requests
- Troubleshooting new issues

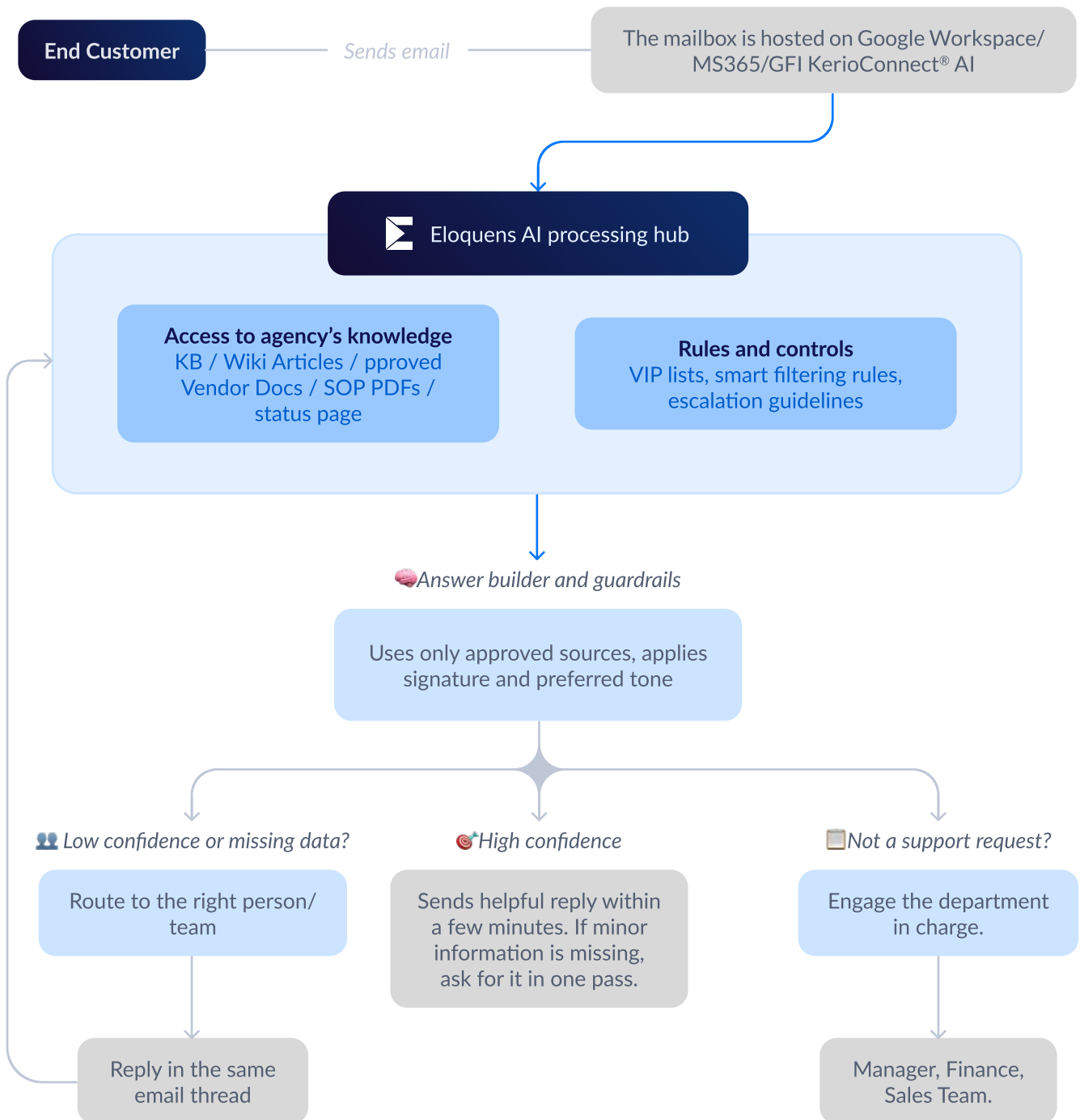
4 Routing (human takeover when needed)

- VIP handling
- After-hours assistance
- Smart handoff for other departments or escalations.

5 Account and Commercial (non-technical, business related)

- Licensing and renewals
- Warranty / RMA questions
- Contract or billing inquiries

Requests for MSP flow with Eloquens AI



Results you can expect

- More issues are solved at the first touch because answers come from your own guides.
- Fewer back-and-forths with clients, because Eloquens AI collects missing details up front and triages the request accurately before it lands on your team.
- Cleaner escalations since drafts include sources, client, agreement, and next steps.
- Better response-time performance with timers, reminders, and client-aware routing.
- More billable time recorded as a result of time-entry drafts.

14-day pilot plan in your real inbox

- 1 Connect one mailbox and a small set of approved documents.
- 2 Set tone, filters and routing rules.
- 3 Review drafts for a few days, then allow auto-send for high-confidence answers.
- 4 Refine the advanced settings and knowledge base as you see fit.

Run a pilot in a live inbox with a few clients. See replies go out within a few minutes on everyday requests while complex items land on the right desk already drafted and ready to finish. Then scale across your MSP customers or communication workflows.

Start today at [Eloquens.ai](https://eloquens.ai)