

Eloquens AI for Resellers

The problem it solves

Reseller inboxes carry pre-sales questions, renewal chases, distributor checks, and vendor escalations, and post-sale how-tos. Threads arrive in different languages, with missing details, and hit multiple shared mailboxes. Time is lost sorting, copy-pasting from other documents or portals, and re-typing the same steps.

Common pain points in these day-to-day operations

- Slow first replies, often not useful.
- Rework from missing details.
- Repeated work for other departments that may be involved.

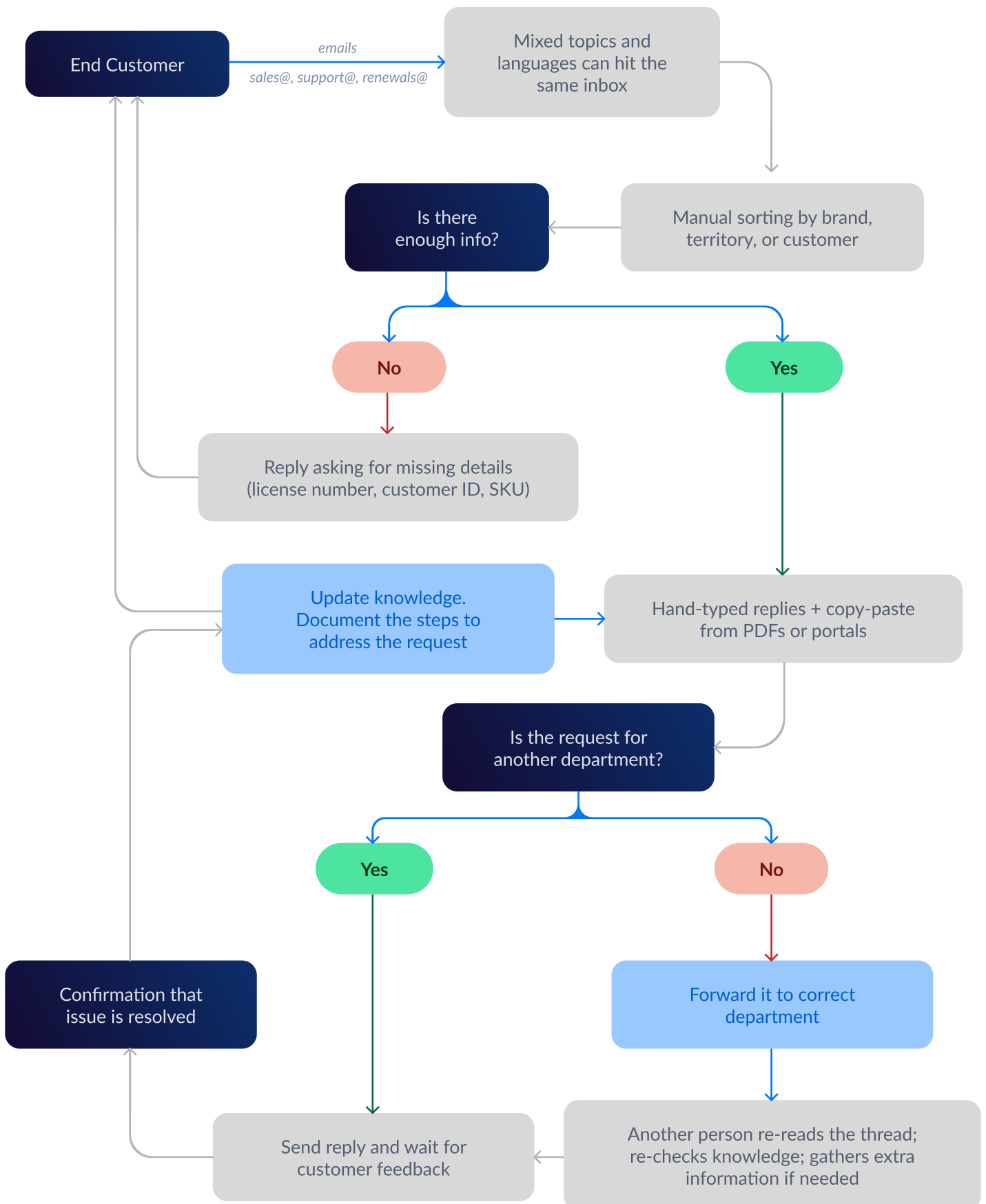
What Eloquens AI does

Eloquens AI turns your mailboxes into reliable first-responders that write on-brand replies from your own guides, policies, and price lists. It can draft or auto-send based on rules, route to the right owner, collect missing details, and log outcomes for learning. It is content-aware so each client gets the right reply with your customized tone and information.

Built for reseller realities

- Mixed requests received through different channels—sales@, renewals@, support@—with shift coverage, ownership gaps, and reply juggling.
- Multilingual and brand requirements: Mixed languages across regions for global companies.
- Scattered data: pricing in spreadsheets, policies in documents, and portal content that must be referenced in one reply.

Support request flow (Without AI automation)



High-value workflows to automate on day one

1 Simple: (Repeatable, short replies)

- Product availability and lead time from your price list
- Basic license questions
- Promo details: eligibility, dates, required steps.

2 Triage: (Collect what is needed and set expectations)

- Renewal scope
- Partner portal access issues
- Quote or BOM completeness

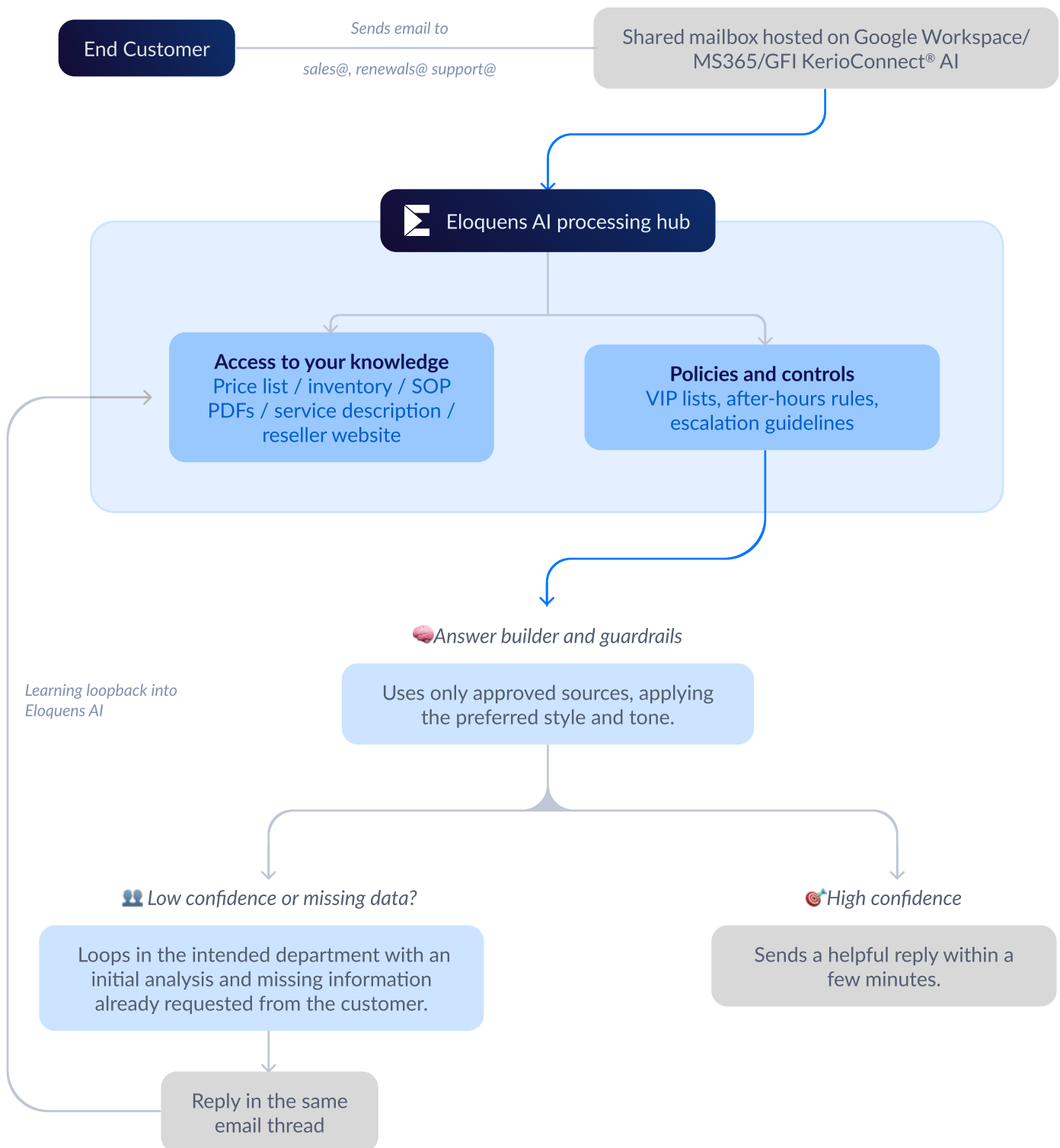
3 Advanced: (Longer, policy-aware, client-aware)

- Multilingual answers for non-English contracts.
- Upsell information tied to renewal or usage data
- MDF follow-up
- RMA or billing questions

4 Routing

- Route by client or topic to the correct department
- After-hours: reply with clear next steps
- Flag VIPs and executives for draft-first review

Reseller operations flow with Eloquens AI



Outcomes you can expect

- Useful first response within a few minutes on routine requests
- Reduction in back-and-forth effort from your team for renewals quotes and RMAs
- Higher customer satisfaction through consistent replies
- Fewer missed leads

Start using Eloquens AI today

Run a two-week pilot across one or two inboxes (for example, renewals@ and sales@, or support@). Start in draft mode on day one. As you gain confidence in Eloquens AI's replies, switch to auto-send. Track first-response time, containment rate, and renewal conversion. At the end of week two, review the results and quantify the gains Eloquens AI delivers for your company.