

Eloquens AI for an SMB Tech Support team

The problem it solves

SMB tech support teams live in the inbox. Requests pile up from many clients, after-hours coverage is uneven, and the same questions get answered over and over. SLAs slip, first replies take too long, and technicians spend time triaging instead of fixing issues.

Common pain points in these day-to-day operations

- Misses and slow pickups during lunch, evenings, and weekends.
- Rework from missing details and duplicate threads.
- Escalations without context, so Tier 2 restarts the triage.
- Inconsistent tone and steps across technicians.
- Weak feedback loop. Good fixes rarely make it into the KB.

What Eloquens AI does

Eloquens AI connects to your support mailbox and your approved knowledge base.. It classifies each incoming email by intent, drafts a bespoke grounded reply in seconds using your runbooks and KB articles, and routes edge cases to the right technician with full context. You set confidence thresholds, tone, and routing rules. The result is faster first replies, fewer escalations, and happier clients.

At a glance

- Reads and replies in the same thread from your support mailbox on Google Workspace, Microsoft 365, or GFI KerioConnect® AI.
- Grounds every answer in your sources only: KB articles, SOPs, How-to PDFs, service status pages, device setup guides, vendor docs, policy pages, and more.

- Routes to the right person when a request looks risky or incomplete, with a ready-to-send draft, source links, and client details; it can also prioritize VIP contacts or, for example, auto-route messages that mention specific words or phrases.
- Keeps you in control with confidence gates, “don’t know” policies, timers, and simple analytics for SLA discipline.

High-value workflows to automate on day one

1 Simple: Everyday requests that repeat.

- Account and access help
- Device basics
- Quick how-tos

2 Triage: Collect what’s needed and set expectations so work can start right away.

- Gather missing information such as OS version or error message
- Service health reply
- Request scope check

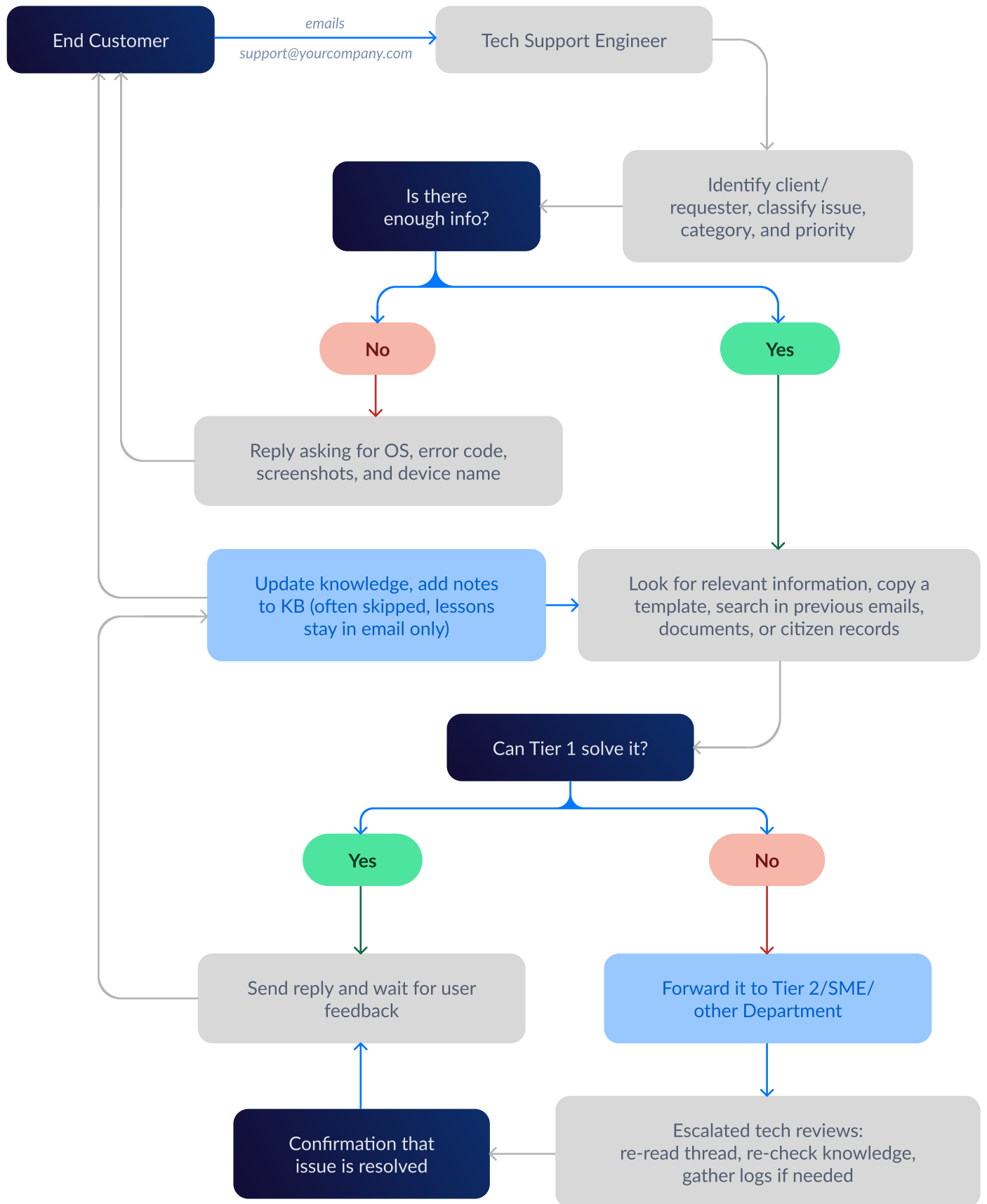
3 Advanced

- Security first steps
- Troubleshooting new issues
- Known-issue guidance

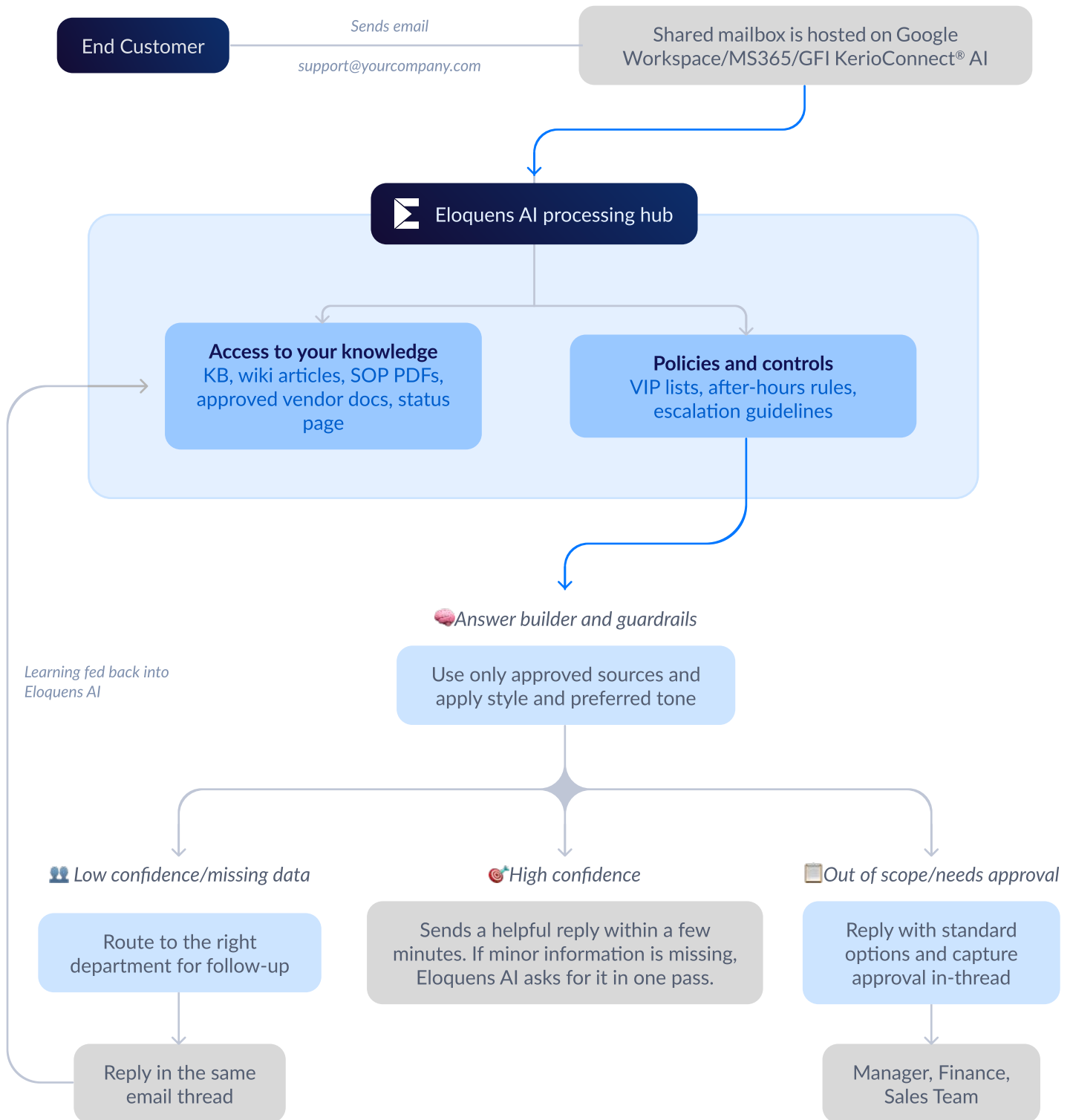
4 Routing

- VIP handling
- After-hours assistance
- Smart handoff to the correct department

Support request flow (without AI automation)



Support request flow with Eloquens AI



Outcomes you can expect

- First reply within minutes, in the same language as the sender, for common requests, 24/7, with support for 160+ languages.
- Higher containment at Tier 0 and Tier 1 since answers are grounded in your own KB and SOPs.
- Shorter handle time for technicians because escalations arrive pre-drafted with sources and client context.
- Better SLA hit rate through timers, reminders, and after-hours coverage.
- More consistent answers as clarified replies are added back to knowledge over time.

How it fits your stack

Access scope



Knowledge (read-only)

Knowledge base articles, internal PDFs, runbooks, policy pages, curated vendor documentation, public status pages.



Systems (read-only exports or endpoints)

Ticket form templates, device or site lists, maintenance windows, outage notices.



AI-powered rule automation

Read and send from your shared inbox.



People

Escalation queues for Tier 2, networking, security, customer success, or management.

Metrics that matter

First useful response time: Minutes to the first actionable reply, built from your approved sources, sent within a few minutes for common requests. Not an auto-acknowledgment.

Containment rate at Tier 0/1: Percent of requests solved by Eloquens AI, with no handoff to higher tiers.

SLA compliance on priority tickets: Percent of urgent tickets that meet your promised response quality and resolution times.

Average handle time for routed cases: Average minutes a technician spends from pickup to resolution.

CSAT and “answer helpfulness” trend: The first-reply helpfulness rating, so you can see quality improving by client and topic.

Pilot plan in your real inbox

- 1 Connect your shared mailbox on Google Workspace, Microsoft 365, or GFI KerioConnect® AI
- 2 Add your approved KB, SOPs, PDFs, and selected vendor pages to Eloquens AI.
- 3 Set persona, workflow, tone, confidence gates, and routing.
- 4 Launch on 3 common intents, review drafts for a few days, then widen coverage.

Start a short pilot in your live support inbox. See sub-minute first replies on common requests today, with safe routing for the tricky ones. Then expand.