

Intelligent Customer Service for Webshops

Challenges

Running an e-shop is a race against impatience. If a page slows from 1s to 3s, bounce risk jumps by about a third. If search or filters don't surface the right product, people leave. And when someone emails a simple question but doesn't get a clear reply within minutes, they're gone. With dozens of shops selling the same SKUs, speed, findability, and a sharp reply decide who gets the sale.

Most stores funnel questions to a generic inbox (e.g., info@). Those queues mix newsletters with real pre-purchase questions, and they age quickly: response odds and quality decay with every minute.

Slow or off-target answers turn a ready buyer into a lost session.

Buyer Flow Analysis



The Key: AI-driven Inbox Automation

When buyers move fast, your inbox has to keep pace. The way through is automation that triages and answers instantly, and only escalates when it should.

✔ Spot the intent

Identify what the buyer needs (availability, specs, sizing, shipping/returns, warranty) as the email arrives.

📄 Answer from trusted sources

Use your product pages, manuals, policies, vendor docs, and stock data to reply in seconds—often with a direct-to-cart link for the right variant.

➔ Escalate with context

If information is missing or confidence is low, route to the right colleague with a drafted reply, product links, and the customer's question.

🛡️ Protect the SLA

Auto-ack with realistic ETA, nudge for follow-ups, and keep responses within minutes.

💬 Improve every week

Fold clarified answers back into knowledge so the next buyer gets an instant, accurate reply.

Why Eloquens AI?

⚡ Fast

Instant answers for common pre-purchase intents (availability, specs, sizing, shipping, returns), 24/7, with tight speed-to-lead defaults.

🎯 Accurate

Replies are grounded in your approved knowledge only—catalog, product pages, PDFs, FAQs—so answers stay specific and correct.

🎨 On-brand

Persona and tone settings keep wording consistent with your brand voice.

👉 Right owner, right away

Intelligent routing sends complex or edge-case questions to the right human (pre-sales/support) with full context.

👥 Human-in-the-loop

For nuanced queries, Eloquens AI drafts a response for quick review/edits—so quality stays high without slowing down.

🛡️ Guardrails

Confidence thresholds, "don't-know" policies, and fallback escalation prevent off-target answers.

**SLA discipline**

Timers, alerts, and simple analytics help maintain sub-minute automated replies and fast human follow-ups.

**Continuous improvement**

Every clarified answer can be added back to knowledge, reducing future handle time and keeping outcomes consistent.

Eloquens AI ↔ Webshop Topology



Eloquens AI Access Scope (at a glance)

Mailbox (read & send)

The info@ shared inbox on Google Workspace / Microsoft 365 / GFI KerioConnect.

Knowledge (read)

Product pages/CMS, PDF manuals, policy docs (shipping/returns), selected vendor pages.

Systems (read-only)

Inventory/stock database and lead-time endpoints or exports.

People (escalation)

Pre-sales / support queues for low-confidence or edge cases.

Operational Flow

- 1 Email lands in info@ → Eloquens AI identifies intent and finds answers in approved sources.
- 2 High confidence: Sends a fast, on-brand reply grounded in those sources.
- 3 Low confidence / missing data: Routes to the right colleague with a drafted answer + exact source links and customer context.
- 4 Confirmed answers are added back to knowledge for consistency and speed next time.

Make every visit count

Webshops don't have the luxury of wasting visitors. The answers are already in your house—product pages, PDFs, vendor docs, stock data. Eloquens AI plugs into those sources and turns first-contact questions into fast, accurate replies, with guardrails and smart routing so quality holds under load.

Get Started *Pilot in your real inbox, not a sandbox.*

- 1 Connect your info@ on Google Workspace / Microsoft 365 / GFI KerioConnect.
- 2 Point Eloquens AI at your approved knowledge (catalog/CMS, manuals, policies, selected vendor pages) and read-only stock data.
- 3 Set persona, tone, confidence thresholds, routing, and simple SLAs.
- 4 Launch on pre-purchase intents (availability, sizing, shipping/returns) and iterate.

Call to Action

- Start a trial and see Eloquens AI answering real pre-purchase emails in hours.
- Book a walkthrough to map your knowledge and routing in a short session.
- Prefer email? Get in touch at sales@eloquens.ai and we'll help you set it up.