

Use Case

Modernize Tech Support with Eloquens AI



CHALLENGE

Supporting Global Growth

Picture this: A thriving midsize technology company with an enterprise SaaS platform serving 50,000+ users worldwide. Behind the scenes, Alex Rivera, IT Support Director, faced a mounting crisis. His dedicated 15-person support team was drowning in tickets, fighting burnout, and struggling to maintain 24/7 coverage.



A Support Team Under Siege

It was a typical Monday morning but the atmosphere in the support center was anything but typical. The familiar sound of rapidly typing keyboards was now accompanied by audible sighs of frustration. The team's usual dynamic energy had been replaced by the heavy weight of overwhelm.

Support Crisis by Numbers

The situation had reached a critical point:

- 1,000+ daily support requests flooding inboxes
- Response times lagging at 12 hours (11 hours beyond SLA targets)
- 40% of tickets requiring escalation due to delayed initial response
- Customer relationships straining under support frustrations
- Weekend coverage becoming unsustainable

SOLUTION

AI-Powered Email That Speaks Your Language

Eloquens AI revolutionizes high-volume email management with advanced AI and human oversight, ensuring quality and personalization. It turned this reactive support into a proactive powerhouse.

Here's how a typical support day evolved using Eloquens AI.

3:00 AM EST (Night Operations)

Multiple P1 alerts arrive from APAC region.

Eloquens AI instantly:

- Acknowledges incidents
- Initiates diagnostic protocols
- Routes critical issues to on-call engineers
- Provides users with immediate workaround steps

7:00 AM EST (Morning Triage)

Incoming Support Volume: 200+ tickets/hour

Eloquens AI responds

- 90% of tier-1 issues resolved automatically
- Technical documentation matched and delivered
- Relevant KB articles instantly provided
- Complex issues routed to specialists

12:00 PM EST (Global Peak Operations)

Incoming Support Volume: 350+ tickets/hour

Eloquens AI responds:

- 95% of configuration requests handled instantly
- 75+ deployment guides dynamically generated
- 30+ integration workflows automated
- 15 critical escalations intelligently routed

RESULTS

Strategic Benefits

The support team's focus has shifted dramatically.

The team now focuses on:

- Complex technical troubleshooting
- Proactive system monitoring
- Knowledge base enhancement
- Customer success initiatives
- Architecture improvements

Leadership Perspective

"Eloquens AI hasn't just transformed our metrics – it's revolutionized how we think about support. Our engineers are now spending their time on meaningful technical challenges instead of routine tickets. The automated knowledge suggestions and intelligent routing have created a more efficient, more satisfying experience for both our team and our customers."

— IT Support Director

Intelligence at Work

When a critical support ticket arrives, Eloquens AI springs into action:

- 1 Instant Triage** ⌚ .05 seconds
 - Analyzes error patterns
 - Checks system status
 - Reviews recent deployments
 - Identifies similar past incidents
- 2 Immediate Action** ⌚ 2 seconds
 - Sends detailed acknowledgment
 - Initiates automated diagnostics
 - Attaches relevant troubleshooting guides
 - Alerts on-call engineering team
- 3 Resolution Path** ⌚ 30 seconds
 - Provides immediate workaround steps
 - Schedules urgent war room
 - Links to specific documentation
 - Starts incident communication chain

Real Impact Dashboard



99.7% Improved Response Time

- Before: 12 hours
- After: 2 minutes



62.5% Reduction in Technical Debt

- Before: 40% of time spent on recurring issues
- After: 15% of time on recurring issues



25% Boost in Customer Satisfaction

- Before: 67% satisfaction rate
- After: 92% satisfaction rate



78% Faster Case Resolution Time

- Before: 36 hours
- After: 8 hours



\$500,000 in Annual Saving

- Before: 10 additional hires needed
- After: No additional headcount required



73% Improvement in Team Health

- Before: 45% burnout
- After: 12% burnout

LOOKING AHEAD

The transformation from reactive to proactive support has positioned the company for sustainable growth while maintaining exceptional service quality.

With Eloquens AI as a foundation, the support team is now positioned to:

- Scale efficiently without adding headcount
- Implement predictive support
- Improve customer self-service
- Continuously enhance systems
- Enable innovation with freed engineering capacity

Transform your support operations with AI that speaks your technical language.

Contact us to schedule your demo today!

Eloquens[™] AI

✉ ella.quinn@eloquens.ai

🌐 www.eloquens.ai

Disclaimer: This use case is based on aggregated real-world data and test performance from Eloquens AI. It illustrates the potential benefits of adopting the software in a similar business context. Actual results may vary depending on the specific implementation and unique business conditions.