AI Support (iSupport AI)

Prepare answers faster. Keep your team in control.

For support agents, support leads and teams that want a person to approve every reply

Controlled rollout: shown on demonstration data; scope and timing are agreed in your proposal.

Does this sound familiar?

Support agents answer the same questions many times, and a hurried answer can be wrong.

Customers wait while agents retype answers that already exist, and replies vary with whoever answers.

From the problem to the business gain

Conceptual illustration, not a product screen

The problem	What your team does	What you get	What the business gains
The same questions answered again and again	Review a sourced draft, then approve or edit it	A reply a person approved	Faster, consistent answers under human control

Three practical gains

Less retyping of routine answers

Drafts come from approved knowledge and appear inside the conversation, ready to edit.

Answers your team can check

Each draft shows the sources it used and a confidence level.

A person approves every reply

Nothing reaches the customer until a team member approves it.

What your team does

- ✓ Review a draft built from approved knowledge, inside the conversation
- ✓ Check its sources and confidence level
- ✓ Approve, edit or reject it, or hand the conversation to a person

The useful output

- → A draft reply with its sources and confidence level
- → A reply a person approved before it was sent
- → A hand-off to a named person when the AI should not answer

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Ref. 5

What it needs

- **iConnect Inbox (Controlled rollout)**
  Drafts appear inside its conversations
- **Approved knowledge**
  Only text your company marks as approved is used
- **A connected WhatsApp channel**
  Your own WhatsApp Business account; activation and verification pending
- **Your own AI provider key**
  Usage on that key is on your account with the provider

What you gain by connecting it

5 → 6 iConnect Inbox

Configured per deployment

The agent reviews each draft inside the conversation they own in iConnect Inbox (Controlled rollout).

5 ← 1 CRM

Planned

Using customer history from iConnect CRM (Controlled rollout) in drafts is planned.

5 → 7 iQuality

Planned

Including AI drafts in iQuality (Roadmap) conversation reviews is planned.

Configured per deployment: built, then set up and verified for your accounts · Planned: illustrative; not implemented yet

How your team uses it

Customer
Sends a message on a connected channel
→ A conversation in the shared inbox

iSupport AI
Drafts a reply from approved knowledge
→ A draft with sources, for review

Agent
Approves, edits, rejects or hands off
→ An approved reply, or a colleague taking over

What your business gains
Faster routine answers; a person approves every reply.

Next step

Book a tailored iSupport AI demo

We show it on demonstration data, shaped around your workflow, and agree the first scope together.

https://iconsultants.tech/iconnect/demo

Technical detail: iConnect Technical Evaluation Guide

Scan to request the demo