



Human+AI Customer Support

Give your users the best customer service so you can focus on your business.

For a startup, providing first, second, or third-line support to its users can be a necessity; what starts as a simple process when you have few customers, grows into a process that consumes time and energy that could be focused on your business.

Alloxentric has created a service oriented towards startups and scaleups that integrates AI to empower agents, with a focus on quality and user satisfaction.

Alloxentric offers a service that enables you to enhance your customer service, measure quality holistically, and gradually integrate automation to manage costs. Our services cover everything from bots to agents, tracking each ticket and measuring quality at every stage of the process. As an AI company, we prioritize automation for its cost and efficiency benefits.



Reduces the number of tickets reaching human agents by up to **40%**



Our platform measures the **quality** of each interaction automatically, enabling continuous **improvement** throughout the process

HOW IS IT DONE?

By incorporating Artificial Intelligence throughout the entire process



Our main priority is to provide high-quality service. To achieve this, we have developed a platform that empowers our agents by providing access to the latest product information. We also measure the quality of every interaction, whether it is voice or text-based. Additionally, we create new knowledge to enhance the capabilities of our agents and customer service bots, resulting in more automated and efficient customer service with better quality responses.

Your company does not outsource a human resources management, it **outsources a business process to obtain better quality, better price, greater flexibility, scalability, transparency and security.**

We can scale or de-scale your service with just 30 days' notice. You have access to a dashboard and reporting with monitoring of the work of each agent and the status of each ticket, as well as the texts and rules that are added weekly to your support bots.

We can create training materials, update your FAQ and continuously generate documentation to support our actions.



Our processes and procedures follow ISO 27001 and PCI-DSS standards.

Our technology can integrate with other **help desk** systems, such as Zendesk and SysAid, at no extra cost.



The most comprehensive and flexible solution on the market

We want to hear about your contactability needs. Contact Us!

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