NexAgent

Customer Support & User Guide

Everything You Need to Know

NexAgent Support Team

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Contents

1 Welcome to NexAgent

Welcome to NexAgent - The Future of AI Intelligence. This guide contains everything you need to know about our platform, pricing, features, and how to get the most out of your account.

1.1 What is NexAgent?

NexAgent is an AI-powered workflow automation platform that helps you automate repetitive tasks, integrate your favorite tools, and save time. Whether you're a small business owner, freelancer, or enterprise, NexAgent makes automation accessible to everyone.

1.2 Key Benefits

- **No Coding Required** - Visual drag-and-drop interface
- **AI-Powered** - Built-in OpenAI and Claude AI integration
- **500+ Integrations** - Connect all your favorite tools
- **Real-Time Monitoring** - Watch your workflows execute
- **Cost Effective** - Pay only for what you use
- **24/7 Support** - We're here to help

2 Getting Started

2.1 Creating Your Account

1. Visit `nexagent.io`
2. Click "Sign Up"
3. Enter your email and password
4. Verify your email address
5. Complete your profile
6. Start creating workflows

2.2 Your First Workflow

1. Go to "Workflows" in your dashboard
2. Click "Create New Workflow"
3. Give your workflow a name and description
4. Add nodes by dragging from the palette
5. Connect nodes with edges

6. Configure each node

7. Test your workflow

8. Publish when ready

2.3   Dashboard Overview

Your dashboard includes:

- **Workflows** - View and manage all your workflows

- **Executions** - See workflow run history

- **Credentials** - Manage API keys and integrations

- **Marketplace** - Browse templates and examples

- **Analytics** - Track usage and costs

- **Settings** - Manage your account

3   Pricing Plans

3.1   Plan Comparison

Feature	Free	Pro	Enterprise
Monthly Cost	$0	$29	Custom
Workflows	5	Unlimited	Unlimited
Monthly Executions	100	10,000	Unlimited
Nodes per Workflow	10	Unlimited	Unlimited
AI Tokens	10K	1M	Unlimited
Integrations	3	Unlimited	Unlimited
Marketplace Access	Limited	Full	Full
Email Support	Yes	Yes	Priority
Phone Support	No	No	Yes
Custom Integrations	No	No	Yes
SLA Guarantee	No	99%	99.9%
Dedicated Account Manager	No	No	Yes

3.2   Free Plan

Perfect for getting started and testing workflows.

- 5 workflows

- 100 executions per month

- 10 nodes per workflow

- 10,000 AI tokens

- 3 integrations

- Community support

- Limited marketplace access

3.3   Pro Plan - $29/month

Best for small businesses and freelancers.

- Unlimited workflows

- 10,000 executions per month

- Unlimited nodes

- 1,000,000 AI tokens

- Unlimited integrations

- Full marketplace access

- Email support (24 hours)

- Workflow templates

- Advanced analytics

- Execution history (90 days)

3.4   Enterprise Plan - Custom Pricing

For large organizations with custom needs.

- Unlimited everything

- Custom execution limits

- Unlimited AI tokens

- Custom integrations

- Priority email support

- Phone support

- Dedicated account manager

- SLA guarantee (99.9% uptime)

- Custom training

- On-premise deployment option

- Advanced security features

- Audit logging

3.5   Billing & Payment

- **Billing Cycle** - Monthly or annual (save 20%)

- **Payment Methods** - Credit card, PayPal, bank transfer

- **Invoices** - Automatic monthly invoices

- **Cancellation** - Cancel anytime, no lock-in

- **Refunds** - 30-day money-back guarantee

- **Upgrades** - Upgrade anytime, prorated billing

- **Downgrades** - Downgrade anytime

4   Features & Capabilities

4.1   Workflow Builder

Create workflows visually without coding.

- Drag-and-drop interface

- 20+ pre-built node types

- Real-time preview

- Undo/redo functionality

- Save drafts

- Version history

- Workflow templates

4.2   Node Types

4.2.1   Triggers (How to Start)

- **Manual** - Click a button to run

- **Schedule** - Run on a schedule (daily, weekly, etc.)

- **Webhook** - Triggered by external events

4.2.2   Communication (Send Messages)

- **Email** - Send emails

- **Slack** - Post to Slack channels

- **Telegram** - Send Telegram messages

- **WhatsApp** - Send WhatsApp messages

- **SMS** - Send text messages

4.2.3   Logic (Control Flow)

- **If/Then** - Conditional branching

- **Loop** - Repeat for multiple items

- **Delay** - Wait before continuing

4.2.4   Data (Transform Data)

- **JSON Parser** - Parse JSON data

- **Data Formatter** - Transform data

- **Logger** - Debug and log data

4.2.5   Integrations (Connect Services)

- **Google Sheets** - Read/write spreadsheets

- **Google Drive** - Upload/download files

- **Stripe** - Process payments

- **Shopify** - Manage orders

- **And 500+ more...**

4.2.6   AI (Artificial Intelligence)

- **OpenAI** - Use ChatGPT for text generation

- **Claude AI** - Use Claude for analysis

4.3   Execution & Monitoring

- Real-time execution monitoring

- Detailed execution logs

- Error tracking and alerts

- Execution history (searchable)

- Performance metrics

- Cost tracking

4.4   Integrations

Connect NexAgent to your favorite tools:

- **Communication** - Slack, Telegram, Email, WhatsApp, SMS

- **CRM** - Salesforce, HubSpot, Pipedrive

- **E-commerce** - Shopify, WooCommerce, BigCommerce

- **Payment** - Stripe, PayPal, Square

- **Cloud** - Google Drive, Dropbox, OneDrive

- **Productivity** - Google Sheets, Asana, Monday.com

- **Analytics** - Google Analytics, Mixpanel

- **And 500+ more...**

4.5   Marketplace

Browse and use pre-built workflows:

- 1000+ ready-to-use templates

- Community-contributed workflows

- Industry-specific solutions

- One-click installation

- Customizable templates

- Earn money by selling workflows

5 Common Use Cases

5.1 E-Commerce

- Automatically send order confirmations
- Sync orders to Google Sheets
- Process refunds
- Update inventory
- Send shipping notifications

5.2 Lead Generation

- Capture leads from forms
- Send welcome emails
- Add to CRM automatically
- Create follow-up tasks
- Send notifications to team

5.3 Content Creation

- Generate content with AI
- Schedule social media posts
- Create blog posts
- Generate product descriptions
- Translate content

5.4 Data Management

- Sync data between apps
- Clean and format data
- Generate reports
- Backup data
- Archive old records

5.5   Customer Support

- Auto-respond to emails
- Create support tickets
- Send status updates
- Escalate urgent issues
- Track customer satisfaction

6   Support & Help

6.1   Getting Help

- **Email Support** - support@nexagent.io (24 hours)
- **Live Chat** - Available on website
- **Knowledge Base** - docs.nexagent.io
- **Video Tutorials** - YouTube channel
- **Community Forum** - community.nexagent.io
- **Phone Support** - Enterprise plans only

6.2   Common Issues & Solutions

6.2.1   Workflow Not Running

1. Check if trigger is configured
2. Verify credentials are valid
3. Check execution logs for errors
4. Test with sample data
5. Contact support if issue persists

6.2.2   Integration Not Working

1. Verify API key is correct
2. Check if service is online
3. Review integration documentation
4. Test connection in settings
5. Regenerate API key if needed

6.2.3 High Costs

1. Review execution history

2. Optimize workflow efficiency

3. Reduce AI token usage

4. Upgrade to Pro plan for better rates

5. Contact support for optimization tips

6.3 FAQ

6.3.1 How much does NexAgent cost?

Free plan is $0. Pro plan is $29/month. Enterprise pricing is custom.

6.3.2 Can I cancel anytime?

Yes, cancel anytime with no lock-in period.

6.3.3 Do you offer a free trial?

Yes, start with our Free plan. Upgrade anytime.

6.3.4 What payment methods do you accept?

Credit card, PayPal, and bank transfer.

6.3.5 Is my data secure?

Yes, we use encryption and follow security best practices.

6.3.6 Do you have an API?

Yes, full REST API available for Pro and Enterprise plans.

6.3.7 Can I export my workflows?

Yes, export as JSON for backup or migration.

6.3.8 How many workflows can I create?

Free: 5 workflows. Pro: Unlimited. Enterprise: Unlimited.

6.3.9 What's the execution limit?

Free: 100/month. Pro: 10,000/month. Enterprise: Unlimited.

6.3.10 Do you offer training?

Yes, included with Enterprise plans. Available for purchase separately.

7 Security & Privacy

7.1 Data Security

- **Encryption** - All data encrypted in transit and at rest

- **HTTPS** - Secure connections only

- **Firewalls** - Advanced firewall protection

- **Backups** - Automatic daily backups

- **Monitoring** - 24/7 security monitoring

7.2 Compliance

- **GDPR** - Compliant with EU data protection

- **CCPA** - Compliant with California privacy law

- **SOC 2** - Type II certified

- **HIPAA** - Available for healthcare

- **PCI DSS** - Payment card compliant

7.3 Privacy

- We never sell your data

- You own your workflows

- You control who sees your workflows

- Delete your account anytime

- Export your data anytime

8 Account Management

8.1 Profile Settings

Update your profile information:

- Name and email

- Profile picture

- Password

- Two-factor authentication

- Notification preferences

8.2   Billing Settings

Manage your billing:

- View current plan

- Update payment method

- Download invoices

- Change billing cycle

- Upgrade or downgrade plan

8.3   Team Management

Invite team members (Pro and Enterprise):

- Invite by email

- Set user roles

- Manage permissions

- Remove team members

- View team activity

8.4   API Keys

Generate API keys for integrations:

- Create new keys

- Revoke old keys

- Set key permissions

- View key usage

- Rotate keys regularly

9   Best Practices

9.1   Workflow Design

- Start simple, add complexity gradually

- Use meaningful names for workflows

- Add descriptions for clarity

- Test before publishing

- Monitor execution logs

- Optimize for performance

9.2   Security

- Use strong passwords

- Enable two-factor authentication

- Rotate API keys regularly

- Don't share credentials

- Review access logs

- Keep software updated

9.3   Cost Optimization

- Use schedules instead of webhooks when possible

- Batch operations to reduce executions

- Cache results when possible

- Monitor token usage

- Upgrade to Pro for better rates

- Contact support for optimization

10   Roadmap & Future

10.1   Coming Soon

- Mobile app (iOS and Android)

- Advanced AI features

- More integrations

- Workflow templates library

- Team collaboration features

- Custom nodes

- Workflow versioning UI

- Advanced analytics

10.2   Feedback

We'd love to hear from you! Send feature requests to: `feedback@nexagent.io`

11 Contact & Resources

11.1 Support Channels

- **Email** - support@nexagent.io

- **Website** - nexagent.io

- **Documentation** - docs.nexagent.io

- **Community** - community.nexagent.io

- **Twitter** - @nexagent

- **LinkedIn** - linkedin.com/company/nexagent

11.2 Business Hours

- **Email Support** - 24/7

- **Live Chat** - 9 AM - 6 PM EST (Mon-Fri)

- **Phone Support** - Enterprise only, 9 AM - 6 PM EST (Mon-Fri)

11.3 Response Times

- **Free Plan** - 48 hours

- **Pro Plan** - 24 hours

- **Enterprise** - 1 hour (SLA guaranteed)

12 Terms & Conditions

12.1 Service Agreement

By using NexAgent, you agree to our Terms of Service. Key points:

- You're responsible for your account

- Don't use for illegal purposes

- Don't abuse the service

- We can suspend accounts for violations

- We're not liable for data loss

- Service provided "as is"

12.2 Acceptable Use

- Use for legitimate business purposes

- Don't spam or harass

- Don't attempt to hack or exploit

- Don't resell access

- Don't violate laws

- Don't infringe on rights

12.3 Liability

- We're not liable for indirect damages

- Maximum liability is your monthly fee

- We're not liable for third-party services

- You're responsible for your data

13 Conclusion

NexAgent makes workflow automation accessible to everyone. Whether you're automating customer support, managing data, or creating content, NexAgent has you covered.

13.1 Next Steps

1. Sign up for free at nexagent.io

2. Create your first workflow

3. Explore the marketplace

4. Join our community

5. Upgrade when ready

13.2 Questions?

Contact our support team:

- Email: support@nexagent.io

- Live Chat: nexagent.io

- Community: community.nexagent.io

Thank you for choosing NexAgent!