

## RESPONDI AI - CUSTOMER SUPPORT SOLUTIONS

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### COMPANY OVERVIEW

Respondi AI is a cutting-edge customer support platform that provides AI-powered voice agents for businesses. Our solution combines advanced natural language processing with real-time voice capabilities to deliver exceptional customer service experiences.

### SERVICES & PRICING

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#### STARTER PLAN - \$49/month

- Up to 1,000 conversations per month
- Basic voice agent with standard responses
- Email support
- 24/7 availability
- Response time: < 2 seconds
- English language support only

#### PROFESSIONAL PLAN - \$149/month

- Up to 5,000 conversations per month
- Advanced RAG (Retrieval-Augmented Generation) capabilities
- Priority email and chat support
- Custom knowledge base integration
- Multi-language support (10+ languages)
- Analytics dashboard
- Response time: < 1 second

- API access included

#### ENTERPRISE PLAN - \$499/month

- Unlimited conversations
- Fully customizable voice agent
- Dedicated account manager
- Advanced analytics and reporting
- White-label options
- Custom integrations
- Phone support with 4-hour response SLA
- On-premise deployment available
- Custom voice training

#### TECHNICAL SPECIFICATIONS

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- Built on LiveKit for real-time voice processing
- Supports WebRTC for browser-based interactions
- 99.9% uptime guarantee
- SOC 2 Type II compliant
- GDPR and CCPA compliant
- End-to-end encryption

#### COMMON CUSTOMER ISSUES & SOLUTIONS

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#### BILLING QUESTIONS:

- Billing cycles are monthly, starting from signup date
- All plans include a 14-day free trial
- Upgrades/downgrades take effect immediately
- Refunds available within 30 days of purchase
- Enterprise customers get NET 30 payment terms

#### TECHNICAL SUPPORT:

- Integration typically takes 2-4 hours
- API documentation available at [docs.respondi.ai](https://docs.respondi.ai)
- SDK available for Python, JavaScript, and REST
- Webhook support for real-time notifications
- Rate limit: 100 requests per minute (can be increased)

#### ACCOUNT MANAGEMENT:

- Account deletion requires 7-day notice
- Data export available in JSON format
- User roles: Admin, Editor, Viewer
- SSO integration available (Enterprise only)
- Account suspension occurs after 3 failed payments

#### FEATURE LIMITATIONS:

- Starter plan: No custom branding
- Professional plan: Limited to 10 custom responses
- All plans: Maximum 30-minute conversation length
- File uploads limited to 10MB per file
- Knowledge base limited to 1,000 documents (Professional), unlimited (Enterprise)

## TRICKY SCENARIOS FOR TESTING

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### PRICE COMPARISON QUESTIONS:

"What's the difference between Professional and Enterprise pricing?"

"Can I get a discount if I pay annually?"

"Why is Enterprise so much more expensive?"

### FEATURE BOUNDARY TESTING:

"Can I use the Professional plan for 6,000 conversations?"

"What happens if I exceed my monthly limit?"

"Can I downgrade mid-month and get a refund?"

### TECHNICAL EDGE CASES:

"My integration isn't working, what's wrong?"

"Can you integrate with Salesforce on the Starter plan?"

"What's your API rate limit for Enterprise customers?"

### COMPLIANCE & SECURITY:

"Are you HIPAA compliant?"

"Where is my data stored?"

"Can I get a BAA (Business Associate Agreement)?"

### CANCELLATION SCENARIOS:

"I want to cancel immediately, can I get a refund?"

"What happens to my data if I cancel?"

"Can I export my conversation history?"

#### SPECIAL OFFERS & DISCOUNTS:

- Students get 50% off Professional plan
- Non-profits get 25% off any plan
- Annual payment gets 2 months free
- Enterprise customers get custom pricing
- Referral program: \$50 credit for each successful referral

#### CONTACT INFORMATION:

- Support: support@respondi.ai
- Sales: sales@respondi.ai
- Phone: 1-800-RESPONDI
- Address: 123 AI Street, San Francisco, CA 94105
- Business hours: 9 AM - 6 PM PST, Monday-Friday