



# StateSet ResponseCX



C A L D E R A + L A B



NO MAKEUP MAKEUP®

# ResponseCX: AI Powered CX & Ops

ResponseCX Agent fully automates and resolves customer service requests **based on your company's knowledge base and real-time commerce data.**

~~3.28 hrs~~

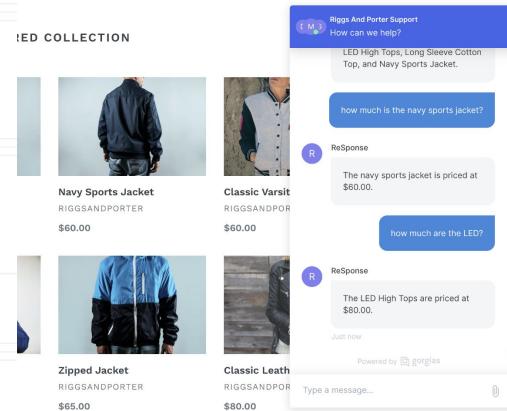
*First Response Time*

**5 seconds**

~~6.84 hrs~~

*Resolution Time*

**30 seconds**

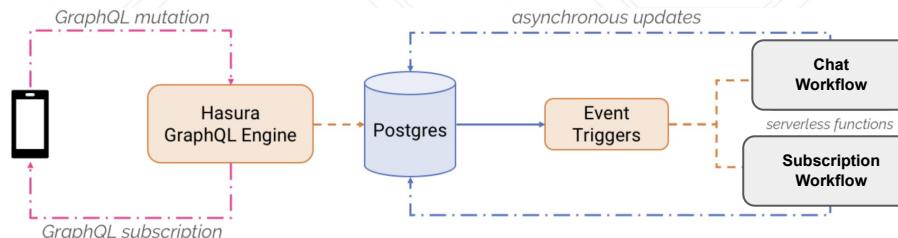


I would like to cancel my subscription.

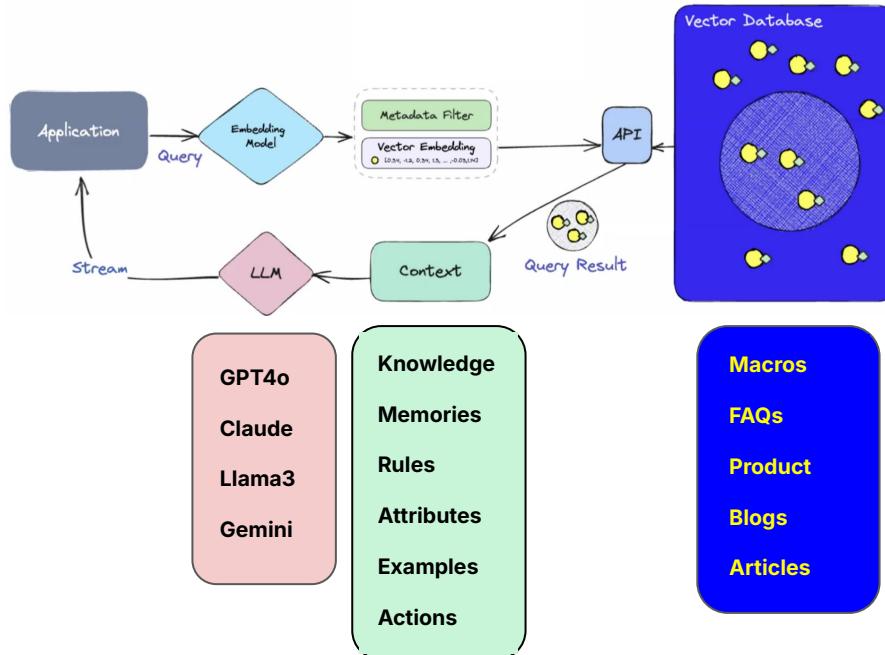
Do you want to pause or skip this month instead?

Sure, let's skip instead.

Confirmed. We will skip this order. Let us know if there is anything else we can do!



# RAG x LLM x CX



Hi Dom,

intro

Thank you for reaching out. My name is Gloria, I am a Customer Care Agent here at ARMRA Colostrum. I will be personally working with you today.

I understand you'd like to cancel your order and subscription. I've checked your order #1408919 and it appears that it has already been fulfilled and shipped. Unfortunately, once an order has been processed and fulfilled, we are unable to cancel it. However, you can find more information about our shipping policy and how to proceed with a return if necessary here: [Shipping Policy](<https://tryarmra.com/pages/help?hcUrl=%2Fen-US%2Fwhat-is-your-shipping-policy-101474>). cancel\_order

Regarding your subscription, I see that it has already been cancelled. If there's anything specific that prompted your decision or if there's anything else I can assist you with, please let me know. Your feedback is valuable to us. cancel\_sub

Please let me know if you have any other questions I can help answer.

In health,

Gloria

ARMRA Colostrum Customer Care

eMail signature

# Automate CX Responses and Outcomes

 Knowledge Base Generative QA  
(Question / Answering) on Product Questions and More!

 Automate Ticket Resolution:  
Customer Questions in eMail, Chat, IG DMs, FB Messenger AND with Filters based on Tags

 Automate Post-Purchase Outcomes: Create Return, Cancel Shopify Order, Add Shopify Tags, Cancel Subscription Order, Cancel Subscription

DP \*\*\*\*\* \*\*\*\*\*  
Good evening,  
  
I recently tried Jones Road but I am allergic. I was about to process the return (I might be too late) but my husband threw the box and receipt away. Can you assist? I don't have anything with the order number.  
  
I also am happy to report that I can wear your mascara so I'm very happy about that.  
\*\*\*

JR Jones Road Customer Support  
Dear \*\*\*\*\*,  
  
I'm really sorry to hear that you had an allergic reaction to one of our products. Your health and satisfaction are our top priorities.  
  
Regarding your return, even without the physical receipt, we can still assist you. You can process your return by visiting our returns portal at <https://returns.jonesroadbeauty.com>. You will need to enter your order number and shipping zip code. Since you mentioned that you don't have your order number, I can help you with that. Your last order ID is #1705159. Please use this number when processing your return.  
  
I'm glad to hear that you're happy with our mascara! We strive to create products that cater to a variety of skin types and preferences.  
  
Please let me know if you have any other questions.

DP \*\*\*\*\*  
Thank you so much for your help and fast response! Much appreciated!  
\*\*\*

JR Jones Road Customer Support  
You are welcome, have a great rest of the day!  
  
★ 5 stars from \*\*\*\*\*  
"Quick response; great customer service!!"



gorgias



shopify



Stay AI



loop

# Our Featured AI Agent: Gloria

## Quantitative (Dec 24' - Feb 25')

- 15% of Total Ticket Volume
- 52% One Touch Tickets
- 4.58 CSAT
- First Response Time: 1m 26s
- ~5,000 tickets handled
- Revenue Generated (10X-15X ROI)

## Qualitative (Dec 25' - Feb 25')

- Reviewed tickets: 2,137
- Resolution completeness rate: 99.5%
- Accuracy: 5
- Internal compliance: 5
- Efficiency: 5
- Communication: 4.95
- Language proficiency: 4.98
- Brand voice: 5

★ 98% Customer Satisfaction

## Hi, I'm Gloria

Your AI Customer Experience Specialist

I provide 24/7 world-class customer support with empathy and precision, handling complex inquiries across multiple channels to ensure exceptional customer satisfaction.

[Hire Gloria](#) [See How It Works](#)



**99.5%**  
Resolution Accuracy

**< 2 min**  
Response Time

**24/7**  
Availability

**15+**  
Channels Supported

# Available on the Gorgias App Store

## How to connect ReResponse to Gorgias?

### 1 Install the App

Install the ReResponse app from the Gorgias App Store

### 2 Second Step

Create a user for [response@stateset.io](mailto:response@stateset.io)

### 3 Create a HTTP integration in Gorgias

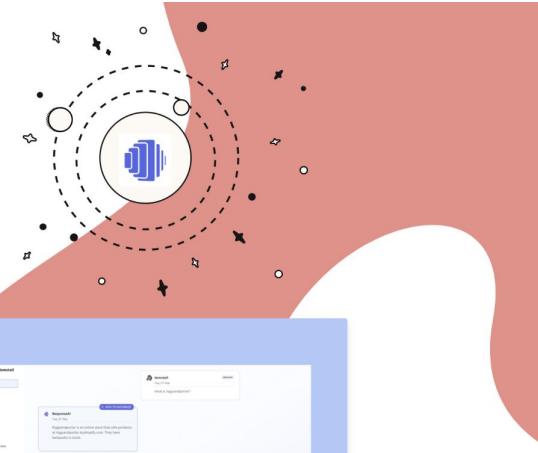
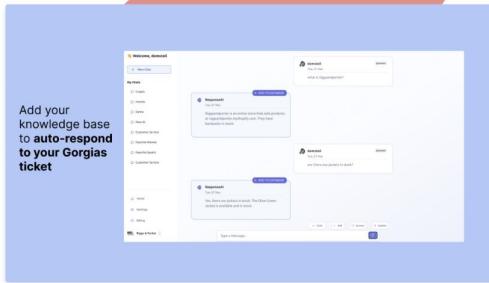
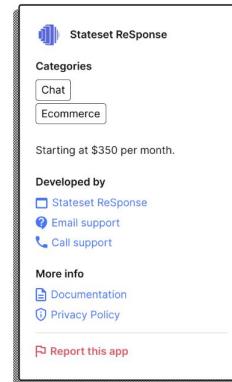
Reach out to our team for your endpoint at [response@stateset.io](mailto:response@stateset.io). Send the Entire Message Body and Set the Trigger to: 'Ticket message created'

← Browse apps

## Stateset ReResponse

Speed Up your Customer Service Responses through AI

Get started with Gorgias



## Description

The Stateset ReResponse AI app uses state-of-the-art Artificial Intelligence and Robotic Process Automation to quickly and accurately automate responses to your customers.

# TRUVANI.



**"Through Stateset Response, we use an AI bot (Robert) to handle the monotonous, time sensitive issues like cancellation requests. He's working 24/7 and frees up our reps so they can take care of questions that are more nuanced and require a human touch."**

**Femi Olasupo**

Senior Director of Customer Experience - Truvani

AGENT	CLOSED TICKETS	% OF CLOSED TICKETS	CUSTOMER SATISFACTION	TICKETS REPLIED	MESSAGES SENT	FIRST RESPONSE TIME
R Robert	1,010	3.4%	4.6	1,119	2,036	18s

**95%**

Reduction in Time to Resolution for Order Cancel

**95%**

Reduction in Time to Resolution for Subscription Cancellations

**100 hours**

In Personal Hours given back to the CX team

**StateSet**

# Timelines | 3 Week Onboarding

2 Week Onboarding w/ *30 Day Free Trial + 1 Week of QA*

ReResponse Go Live

## Days 1-2

- Knowledge
- Attributes
- Rules
- Actions
- Integrations

## Days 3-5

- ReResponse QA
- Filters
- Channels
- Testing

## Days 6-7

- Go Live in Gorgias
- Ticket Monitoring
- Ongoing Fine-tuning of the Agent via Slack