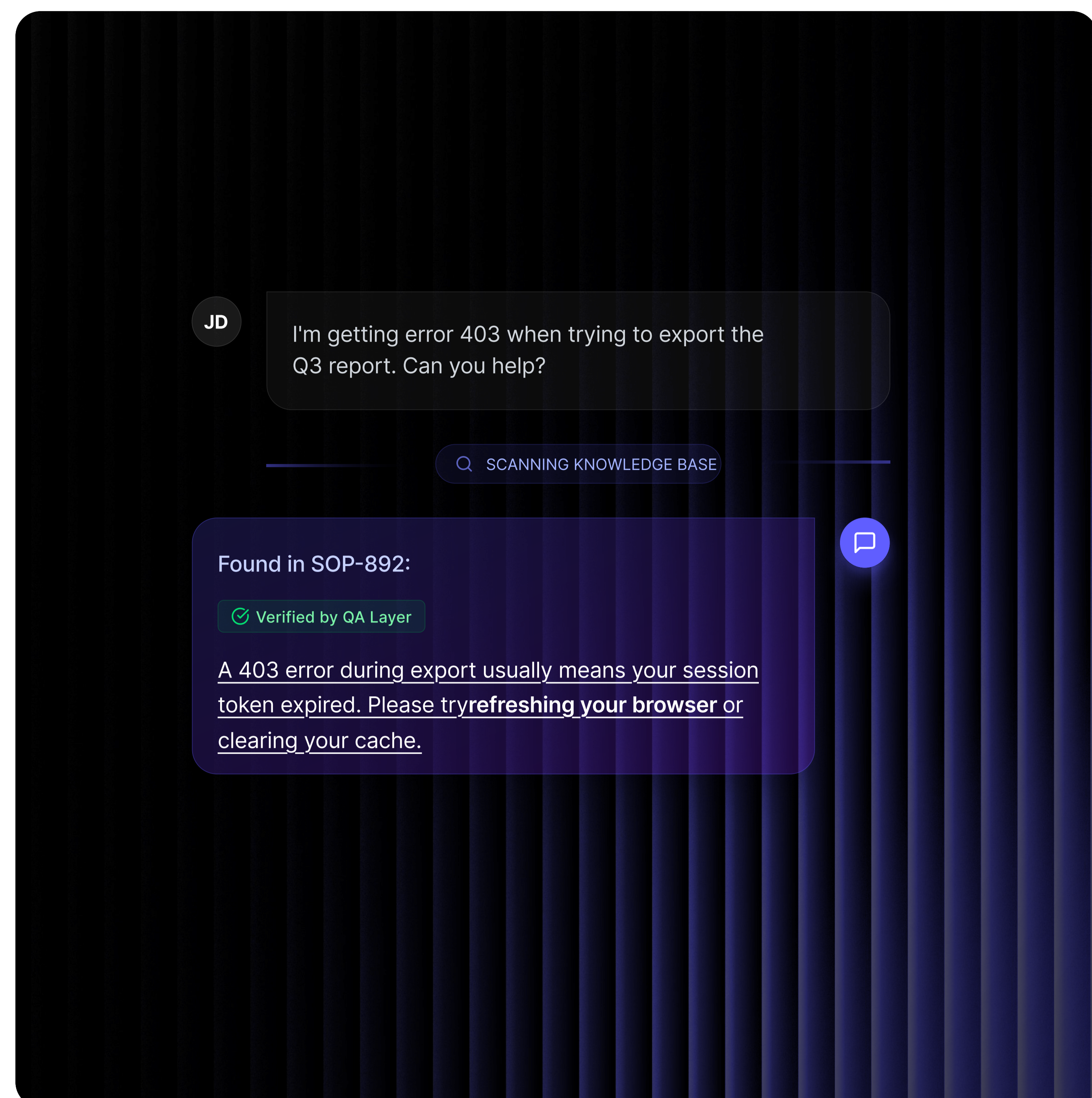


The Customer Support AI Agent: Unified Omnichannel Excellence

Transform your customer service into a scalable, performance-driven profit center with the Customer Support Agent. Move beyond reactive support to an orchestrated, AI-led multi-modal ecosystem that handles complex inquiries with sub-second latency across any communication platform.

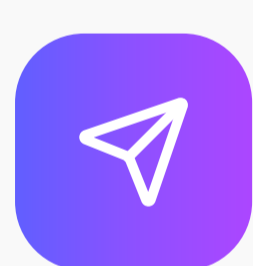


The Orchestrated Ecosystem: Specialized Support Agents

We deploy an interconnected suite of specialized agents that work in parallel to consistently deliver a superior customer experience:

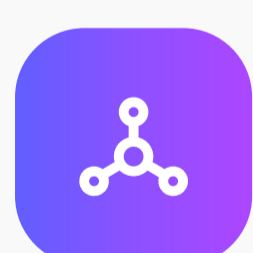
CATEGORY I

Omnichannel & Multi-modal Engagement



Omnichannel Orchestrator

Delivers a unified experience across chat, messengers, and the communication platforms your customers use most.



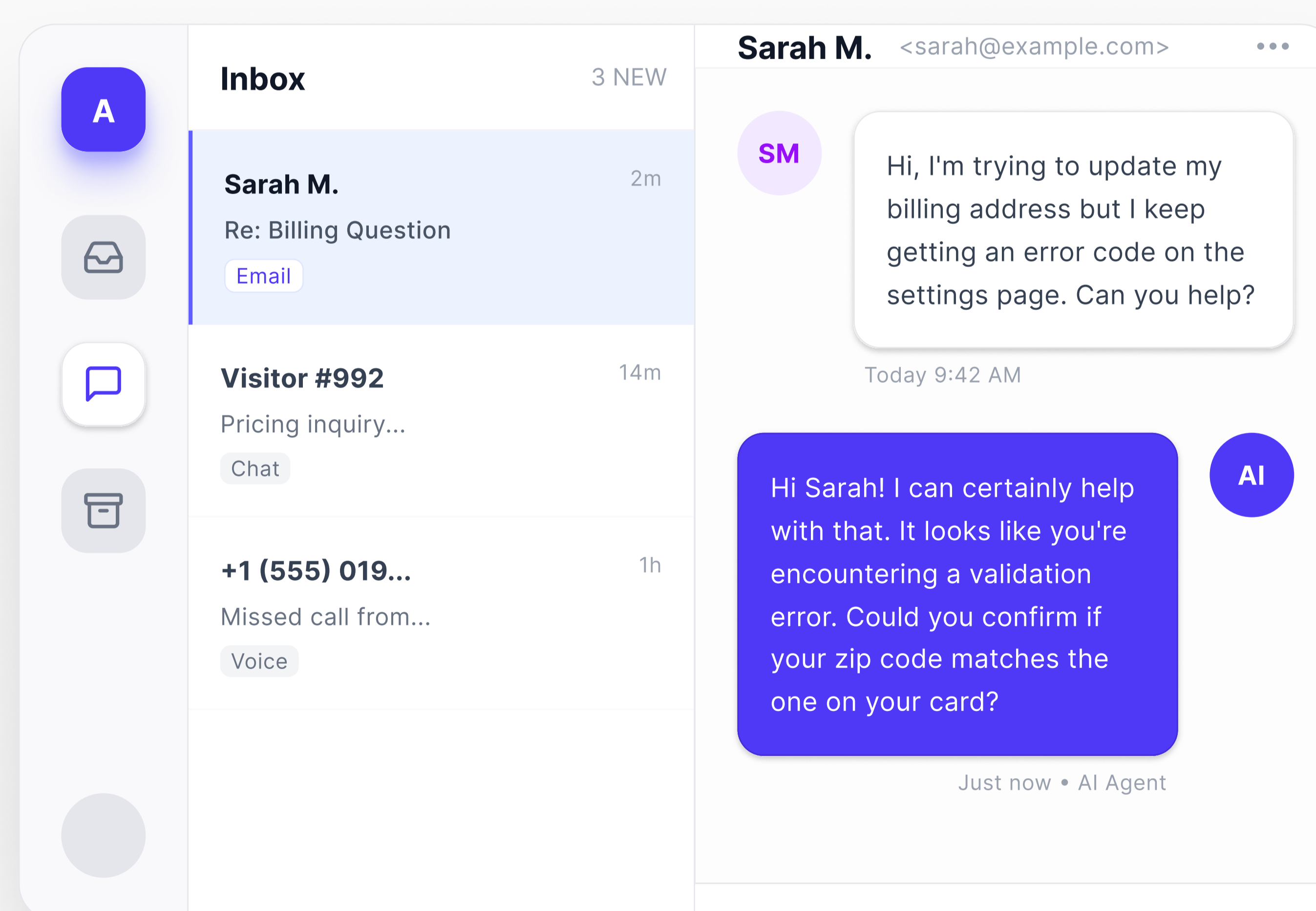
Multi-modal Interaction Agent

Capable of processing and responding to voice, text, images, and video to resolve complex troubleshooting queries instantly.



Voice Intelligence Agent

High-performance, human-like voice intelligence for sub-second resolution of inbound and outbound inquiries.



CATEGORY II

Emotional Intelligence & Analysis



Emotion Detection Agent

Real-time sentiment analysis that detects customer sentiment and adjusts the agent's response tone and for a more personalized experience.



Knowledge-Based Resolution

Leverages RAG-activated architecture to provide "Single Source of Truth" answers grounded in your approved internal knowledge base.

CATEGORY II

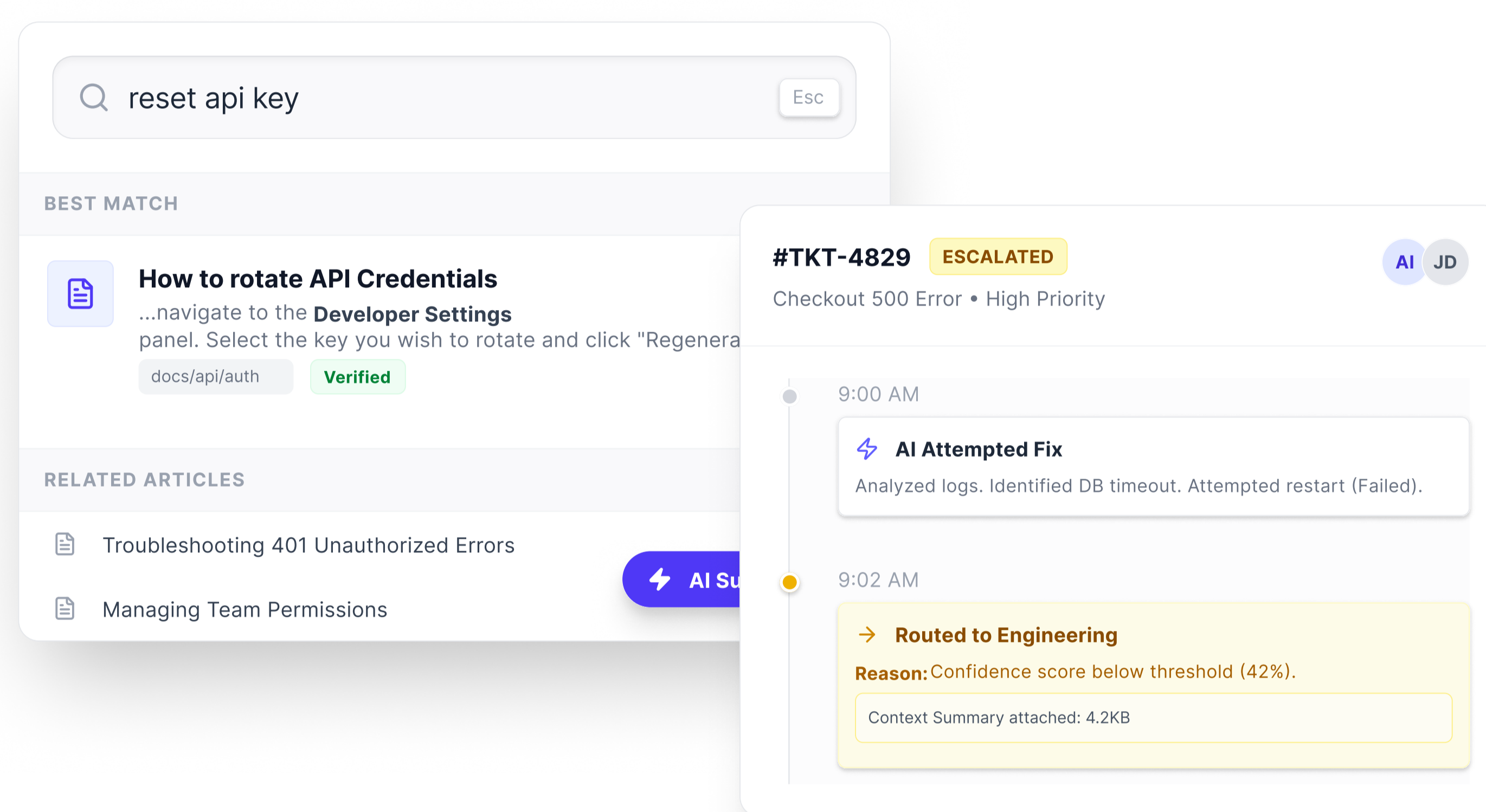
Integrity & Human Collaboration

Integrity Handover Agent

Supports a smooth, context-aware transition to human experts when high-complexity cases require a personal touch.

Real-Time QA Monitor

Continuously monitored through human-in-the-loop review to support adherence to brand SOPs and customer satisfaction standards.



The Sovereign Advantages

- ✓ **Proprietary SLM/ELM Intelligence:** Domain-specific support models deliver "Single Source of Truth" answers more affordably and securely compared to general-purpose AI.
- ✓ **Human-In-The-Loop Integrity:** A massive 2,500-person safety net verifies complex outputs to maintain high accuracy and customer satisfaction
- ✓ **Flexible Deployment:** Maintain total control of customer data through secure Cloud, Private VPC, or On-Premise deployment.
- ✓ **Seamless Integration:** Plug-and-play connectivity with helpdesk and ticketing tools to learn your support history and provide improved support performance and resolution outcomes.

PopAI is an agentic AI provider engineered to deliver measurable P&L impact. We architect foundational orchestration systems, proprietary agents, and domain-specific SLMs/ELMs secured within your infrastructure. Backed by a 2,500+ person human-in-the-loop workforce, we verify every action to ensure 100% operational integrity. We don't just generate outputs; we deliver measurable outcomes, driving profit growth.