AEROCONNECT

Voice-First Customer Support

Hyper-realistic AI voice agents absorbed the majority of inbound support volume while maintaining strong satisfaction scores.

Key Outcomes

- 70% of inbound support calls handled by AI voice agents
- 95% customer satisfaction rating
- Voice support scaled without linear headcount growth

Business Context

AeroConnect needed to scale inbound support without sacrificing response quality or customer experience.

Agentix Labs Solution

Agentix Labs deployed AI voice agents designed for natural conversation, issue handling, and escalation-aware support coverage.

Implementation Highlights

- AI voice agents
- Conversation-first support design
- Escalation-aware service workflows