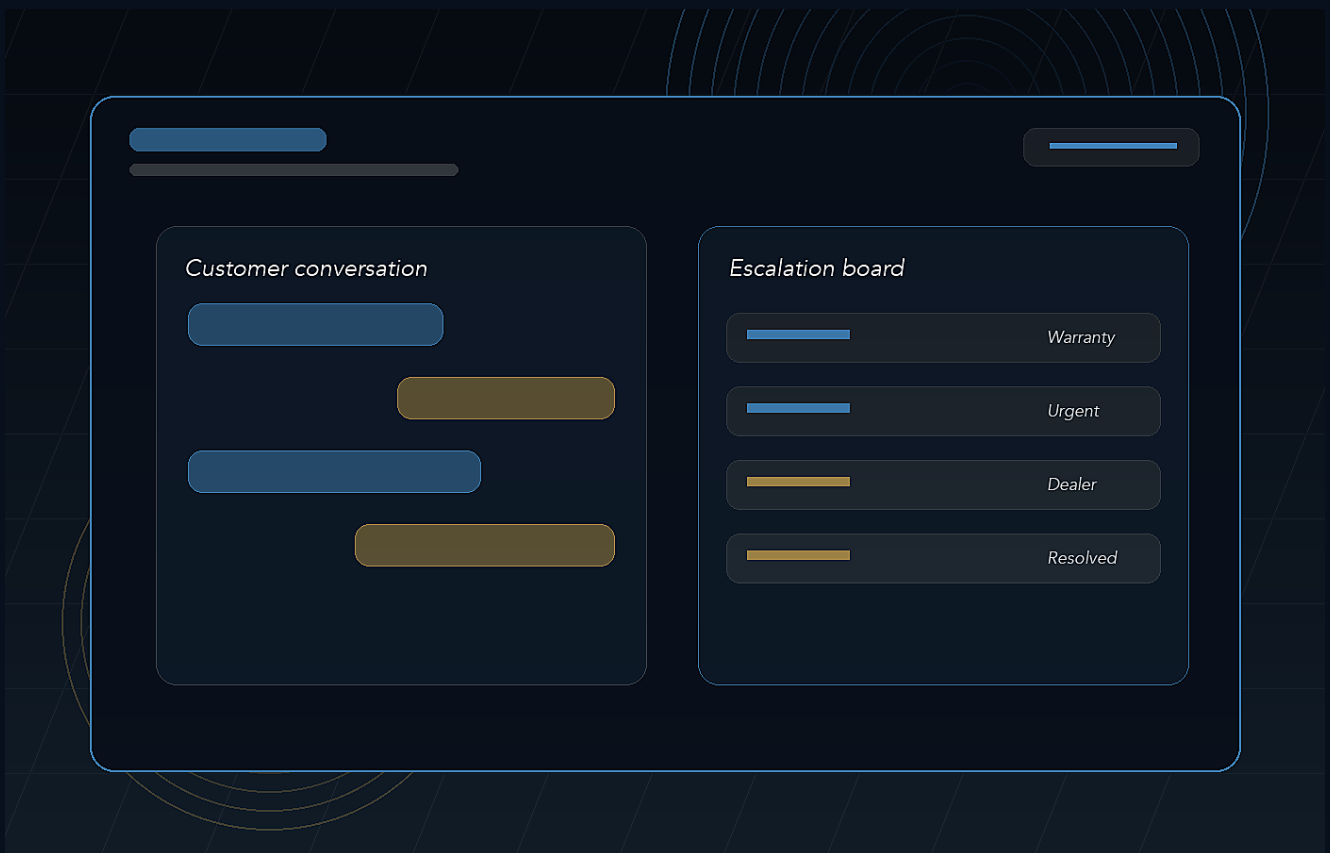


Service Agent

Turn product manuals, FAQ, warranty rules, and service history into a governed support agent.



Pilot scope and deliverables

Start with the top 50 recurring questions and one escalation queue.

Expected outputs

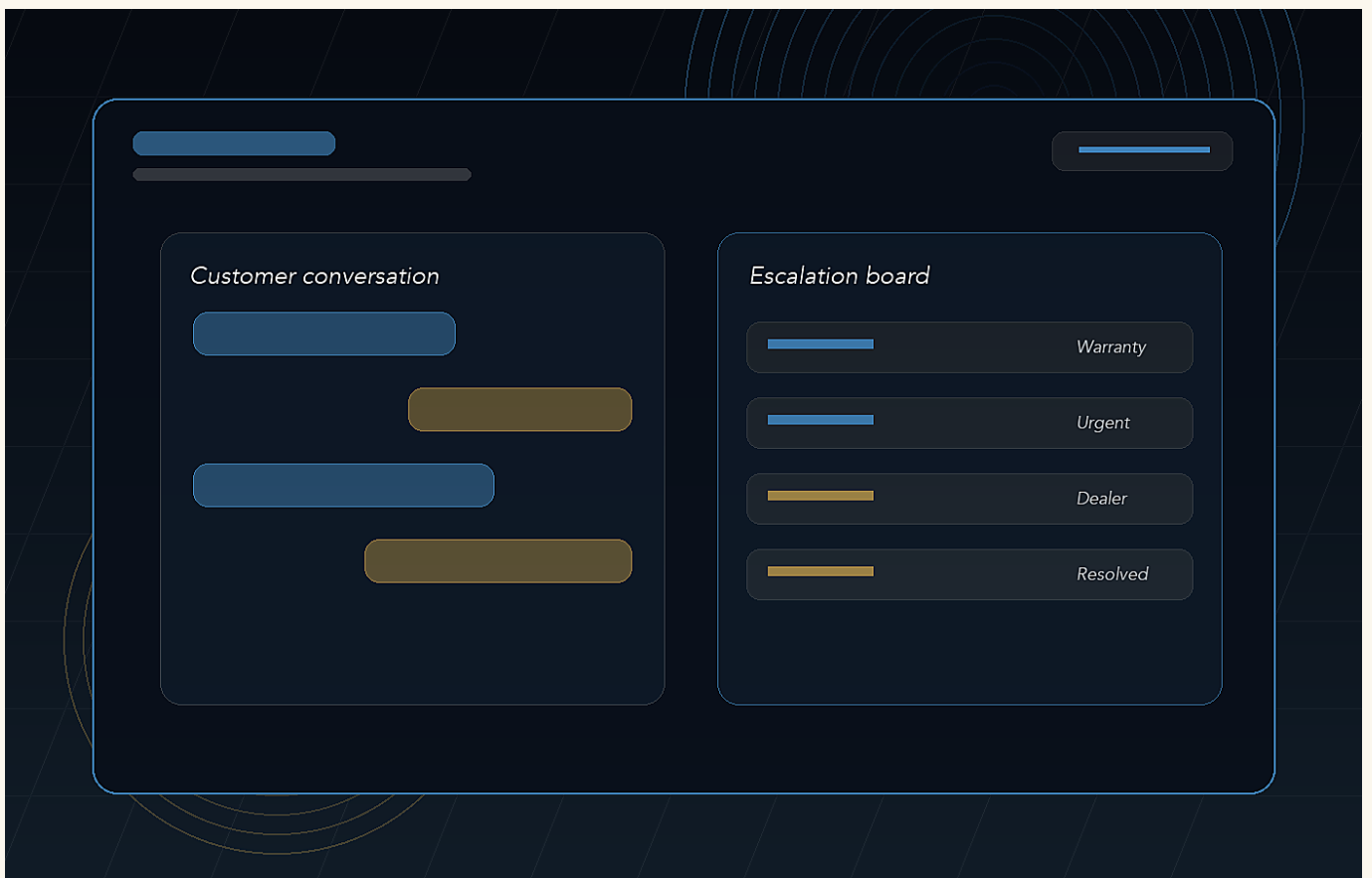
- Website support concierge
- Ticket classification rules
- Escalation summary
- Service trend report

Required inputs

- FAQ and policy documents
- Product manuals
- Escalation rules
- Support mailbox or ticket export

Product workspace view

Multilingual support control desk. Turn product manuals, FAQ, warranty rules, and service history into a governed support agent.



System architecture

01 Approved FAQ and product manual library

02 Conversation intake and language detection

03 Risk and sentiment classifier

04 Escalation board for human service owners

Workflow and acceptance checklist

01 Website support concierge

02 Ticket classification rules

03 Escalation summary

04 Service trend report

Deployment timeline

01 Week 1: question taxonomy and escalation rules

02 Week 2: knowledge base indexing and answer style

03 Week 3: support console and review workflow

04 Week 4: live pilot, issue theme report, handover

Implementation milestones

- Discovery decision memo
- Prototype review
- Human approval workflow
- Pilot acceptance and scale recommendation

Customer preparation checklist

- FAQ and service policy
- Product manuals
- Warranty and refund rules
- Sample tickets or chat exports
- Escalation owner list

Questions before pricing

- How many monthly inquiries?
- Which languages need launch support?
- Which topics must always escalate?
- Which website, mailbox, or ticket system is first?

Best-fit customers

- Teams receiving repeated pre-sales or after-sales questions
- Brands supporting customers across languages
- Service managers who need triage before ticket volume grows

Required inputs

- FAQ and policy documents
- Product manuals
- Escalation rules
- Support mailbox or ticket export

Operating playbook and handover

- Workflow blueprint with owner, reviewer, data source, and failure path
- Agent behavior rules, approval prompts, escalation policy, and source whitelist
- Review routine for weekly quality checks, gap analysis, and expansion decisions
- Handover notes for the client-side owner who will operate the pilot after launch

Acceptance table

Answer accuracy

90% of top recurring questions answered from approved material

Escalation

Sensitive cases route to a named owner

Speed

Draft answer generated within service target

Insight

Weekly issue themes and gaps are reported

Acceptance criteria

- Answers cite approved material
- Low-confidence cases escalate
- Sensitive cases are blocked
- Weekly issue themes are reported

Risk boundaries and human review

- Refund, legal, medical, or safety questions escalate
- Answers cite approved service material
- No customer record update without permission
- Conversation logs are reviewable by service owners

Approved source material only

Agents answer from a documented whitelist of files, pages, tables, and policies. Anything outside the scope is treated as unknown until approved.

Role and permission boundaries

We map who can ask, view, approve, export, or escalate. Restricted material is tested with role-based review cases before launch.

Human review before external actions

Email sends, CRM updates, approvals, customer promises, and finance-related actions stay in draft or approval mode until rules are signed off.

Security, governance, and FAQ

Will it replace service staff?

No. It absorbs repeated questions and routes complex cases to people.

Can it support multiple languages?

Yes. The knowledge base can answer across the supported customer languages.

Questions before pricing

- How many monthly inquiries?
- Which languages need launch support?
- Which topics must always escalate?
- Which website, mailbox, or ticket system is first?

Start the first workflow review

Share your website, process description, or a small document set. We will reply with a recommended pilot scope, required materials, and a practical deployment path.

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