

A Hybrid Approach to Automation That Works

Scale

**Smarter with
Hybrid Teams**

Where Digital Employees
Meet Human Expertise

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Scaling Support Smartly

A Hybrid Approach to Automation That Works

Executive Summary

4.8
CSAT

80%

Resolution

50%

**Revenue
Increase**

50%

**Cost
Reduction**

Support isn't just a cost center anymore. When operations can't match the pace of growth, delays cascade across the business. Long wait times, missed sales, agent burnout, and customer churn are all signs of systems that aren't built to scale.

Aissist offers a smarter solution. Our hybrid support model integrates AI-powered Digital Employees with your team to handle repetitive tasks, flag complex issues, and improve with every interaction.

Explore why traditional support models break down, how hybrid support helps teams excel, and the results you can achieve.

Companies using Aissist often see automation rates above 80%, a 50% reduction in resolution costs, a CSAT of 4.8 and higher, and continuous improvement in customer satisfaction.

Support shouldn't hold you back. With the right system, it can drive your growth.

4 Reasons Sales and Support Falls Behind (And How to Fix Them)

Support grows more challenging as your business scales, but that doesn't mean it has to slow you down. A hybrid support model provides the flexibility to scale confidently without increasing headcount or overloading your team.

Here's where most support operations falter and how Aissist helps you break through.

1. The Growth Bottleneck- Too Many Tickets, Not Enough Time

When ticket volume spikes, queues grow, and agents are overwhelmed.

Solution: Aissist handles up to 80% of routine requests instantly, allowing your team to focus on high-value interactions that need a human touch.

2. High Turnover, Lost Time, and Expertise

New agents take weeks to train, and crucial experience disappears each time someone leaves.

Solution: Aissist's Digital Employees retain institutional knowledge and apply updates instantly, ensuring you never start from scratch.

3. Slow and Frustrating Escalations

When bots encounter complex issues, handoffs often falter, forcing customers to repeat themselves.

Solution: Aissist provides agents with full conversation histories, key facts, and sentiment insights, so they can seamlessly pick up where the AI left off.

4. Unused Insights

Support teams uncover vital feedback every day, but the data often stays buried.

Solution: Aissist transforms interactions into structured, actionable data. You get real-time insights into trends so you can act quickly.

Digital Employees don't just resolve tickets. They support your agents by preparing summaries, tagging issues, and freeing up time for high-impact work.

They integrate with your existing tools and processes without disruption, just like any great new hire.

*Teams adopting hybrid support models like Aissist scale faster by eliminating dependency on manual processes. Many achieve **2x growth** with **30% lower support costs** while significantly **elevating** the customer experience.*

Support doesn't just keep up. With the right tools, it leads.

The Aissist Hybrid Model

What It Is and Why It Works

Most AI tools promise to replace your support team. Aissist takes a different approach.

Our hybrid model combines the speed of AI with the nuanced judgment of Human Agents. It integrates seamlessly into your workflows, providing a scalable system without disruption.

Aissist is powered by a multi-agent architecture built for complexity. It can manage layered workflows, detect emotional tone, and adapt in real time. It also supports multimedia inputs and works across all languages, making it a fit for global, high-volume teams.

Here's why it works.

1. Digital Employees Handle the Repetitive Work, Like Real Teammates

Digital Employees are trained on your actual knowledge base, including help docs, macros, tone guidelines, policies, and workflows. They don't guess; they apply your expertise to resolve issues correctly.

They can:

- Provide on-brand answers to common questions.
- Troubleshoot using your knowledge base.
- Tag and route tickets according to your preferences.
- Escalate edge cases with summaries and context.
- Update your CRM with clean, structured data.

From day one, they're fast, accurate, and deeply integrated. Most teams achieve resolution rates of 80%–95% within weeks of launch.

2. Human Escalation Happens When Needed, Seamlessly

Some cases require human judgment. When that happens, Aissist stays involved without interfering.

Your agents receive:

- Full conversation transcripts.
- Summaries of the issue and attempted solutions.
- Sentiment analysis and urgency tags.
- Pre-tagged routing to the proper agent or queue.

Human Agents pick up where the Digital Employee leaves off, with full context and no confusion. Customers feel heard, not forced to start over.

3. Continuous Improvement With Every Interaction

Aissist evolves with your needs. It learns from every interaction and provides insights to help you optimize.

You get visibility into:

- What's being resolved automatically.
- What's being escalated and why.
- Where customers are encountering roadblocks.
- How metrics like CSAT, resolution time, and deflection are improving.

Both Human Agents and Digital Employees are monitored on one dashboard, ensuring transparency and faster improvements.

Why It Works

Digital Employees aren't bots; they're collaborative teammates who:

Actively collaborate with your team, not just offload tasks. They prepare agents with context, escalate cases intelligently, and streamline follow-up.

- Serve your customers with accuracy, warmth, and consistency.
- Support your agents by handling preparation, tagging, and follow-up tasks.
- Integrate seamlessly with your existing tech stack.

From day one, they're ready to perform. No retooling, no custom setup, and deployment takes less than 10 minutes. They scale effortlessly with your business, without adding overhead.

Aissist isn't just another tool. It's a high-performing teammate that accelerates success, delivers exceptional results, and supports unlimited growth.

Ready to scale smarter? See what Aissist can do for your team.

Download the full report, request a live demo, or talk to us about your automation goals.

Visit aissist.io to get started.