

eeV.ai

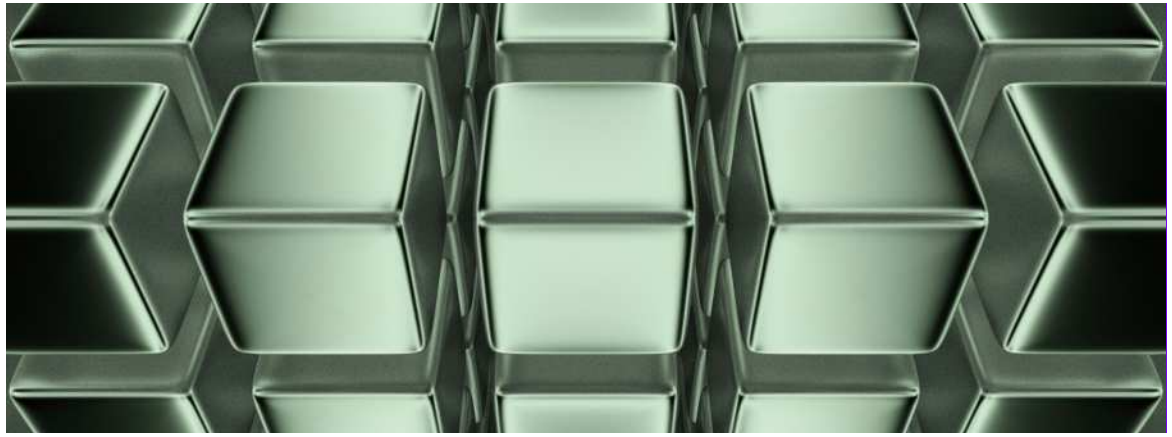
AI-Powered Customer Support Agent

by Optimus AI Labs



WHAT IS EEV

eeV AI is a next-generation customer care agent that understands natural language, acts directly within CRMs, and escalates complex issues—with full context—to human experts.





Key Pillars of eeV AI

- **Structured 3-Tier Escalation** – Tier 1 auto-resolution → Tier 2 contextual handoff → Tier 3 AI assistance
- **Modular Architecture** – Plug-and-play connectors for Salesforce, Zendesk, HubSpot & custom CRMs
- **Continuous Learning & Analytics** – Real-time dashboards drive sustained CSAT gain

Business objectives

- **Cut operational expenditure by ≥ 20%** within 6 months of launch
- **Reduce human agent workload by 20%**, enabling focus on complex cases
- **Achieve CSAT ≥ 85%** through faster, more consistent support
- **Average Tier 1 response time under 30 seconds** and accelerate overall resolution

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THE PROBLEM

Outdated systems, chatbots lack efficiency, cost, customer satisfaction.

High Cost & Inefficiencies

Basic bots can't execute tasks and call-center overhead drives up expenses

Inconsistent Experience

Conflicting answers across channels force customers to repeat themselves, eroding trust.

Scalability & Burnout

Human teams can't flex for spikes, and repetitive tasks lead to agent fatigue.

Fragmented Context

Siloed systems make customers re-explain issues and slow down resolutions.

Integration Friction

Disconnected AI tools require custom engineering, delaying time-to-value.

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Over 70% of customers abandon a brand after two poor support experiences

The Result

The Business Impact Of Poor Customer Service

Revenue at Risk from Customer Churn

Nearly 80% of customers will switch to a competitor for better service

Productivity Drain and Hidden Overhead

Agents lose about 15% of their productivity each week to repetitive tasks and system switching, with each ticket hand-off adding up to 30% more handling time.

Brand Equity & Competitive Position

More than half of unhappy customers simply walk away and share their negative experiences with others.

Heavy Support Payrolls

The average customer service rep earns around ₦1,350,000, a 20-person support team handling tier 1 requests carries ₦27,000,000 in annual salary expenses alone.

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HOW EEV SOLVES YOUR PAIN POINTS

Transforming Support with Intelligent Automation: eeV doesn't just answer questions—it acts on them, learns from each interaction, and continually refines its performance to drive lasting efficiency and satisfaction.



Automate & Execute Tier 1 Tasks

eeV autonomously completes routine actions—password resets, FAQ responses directly within your CRM, eliminating manual follow-ups and costly handoffs.

Structured, Seamless Escalations

Intelligent 3-tier routes tickets based on complexity, attaches summarized chat history and CRM context, and notifies the right Tier 2 or Tier 3 expert, that way no query falls through the cracks.

Infinite Scalability & Reduced Burnout

Cloud-native AI handles unlimited concurrent inquiries, auto-scaling during peak demand and freeing human agents to focus on high-value, complex issues without risk of fatigue.

Consistent, Context-Rich Customer Experience

With unified CRM integration, every interaction carries the full customer history and profile, ensuring accurate answers and a seamless experience across channels.

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THE PILLARS

Here's how eeV.AI operates and is Integrated, Self-Improving Support Automation

1

eeV autonomously handles 80% of routine tasks ("Reset my password," "Check my order status")

2

Complex issues automatically escalate with:

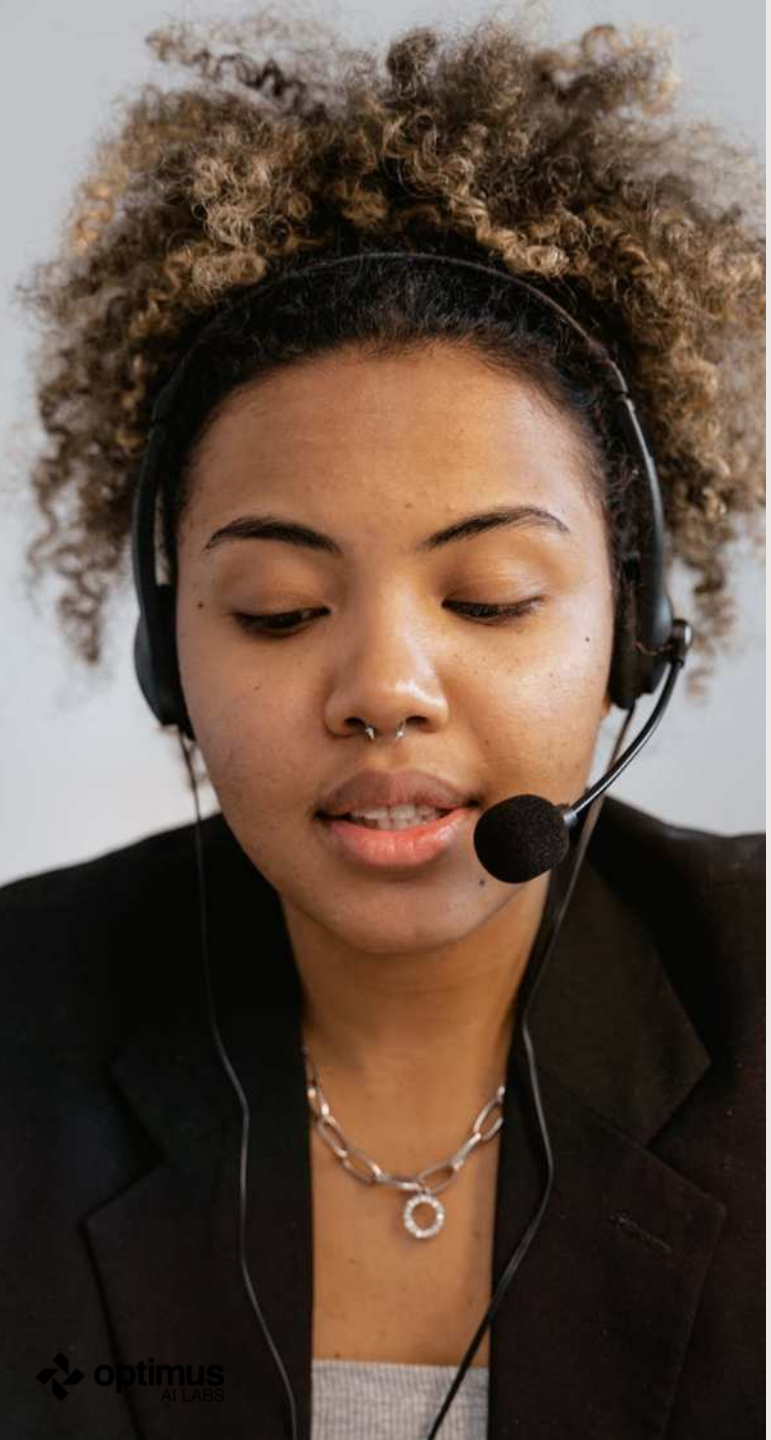
- Summarized chat history
- Customer data pulled from CRM
- Recommended next actions

3

eeV assists human agents in real time, retrieving data, suggesting solutions, and drafting responses.

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PROPOSITION SUMMARY

Optimise Current Assets

This includes your tech, processes, tools and people (Support Agents)

Customer Delight

Radically improves experience via seamless, contextual and immediacy of support

Financial Gains

eeV delivers significant financial gains in cost savings and value for spend on Agents

Decision Aid

eeV provides intelligent data and insights to aid decision making that drives enterprise strategic agenda and customer service

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EEV BENEFITS TO SPECIFIC INDUSTRIES

How eeV.AI and it's benefits cuts across various industries

Finance

Need: Secure, compliant handling of sensitive transactions

eeV Role: KYC workflows, encrypted API actions, full audit logs

Telecom

Need: Massive ticket volumes, SLA compliance

eeV Role: Automated diagnostics, billing lookups, contextual routing

Dental & Healthcare

Need: Patient engagement, appointment scheduling, clinical info

eeV Role: Knowledge-base queries, triage escalations, staff co-pilot

BPOs & Contact Centers

Need: Handle high-volume support with strict SLAs across multiple clients.

eeV Role: Integrates with diverse CRMs to automate Tier 1, monitor SLAs, and provide context-rich escalations.

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COMPETITIVE DIFFERENTIATION

Here is how eeV AI compares to stand-alone chatbots and email-only systems

Capability	eeV	Traditional Chatbots	Email
End-to-End Task Execution	Performs actions (password resets, order updates) directly inside any CRM via secure APIs	Answers questions only; no back-end actions	Sends templated replies; no system updates
Real-Time Agent Assistance	Acts as an AI co-pilot, fetching data and suggesting next steps within the agent's interface	Not available	Integrates with diverse CRMs to automate Tier 1, monitor SLAs, and provide context-rich escalations.
Structured, Context-Rich Escalation	Auto-triages to Tier 2/3 with summarized history and customer data pulled live from CRM	No escalation logic; hands off raw chat logs	Forwards emails; no context enrichment
Multi-Channel Orchestration	Single brain powering chat, voice, email with consistent logic and data	Channel-specific; siloed knowledge bases	Email only

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NEXT STEPS

Demo Presentation → Agree commercials and sign contract → Execute Implementation framework → Operate and manage platform



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