AI agents for the work around the ticket and the call

Agents that read your help articles, your procedures and your tickets, orders and contact history, prepare the work, and stop for a named person. On infrastructure you control.

THE PROBLEM

A company is held to what its agent tells a customer. Among the vendor pages we read, one describes a mode that emails the customer with no person reading first, and one agent processes refunds. Of 71 public interface descriptions from 16 publishers, 68 import; they carry 4,774 operations, 2,488 sent as changes, so tools are chosen one by one.

HOW IT WORKS, IN THREE STEPS

STEP 01

Connect what the agent may read.

Help articles, service procedures, complaints and refund policies become knowledge sources, with each reader's permissions kept. Tickets, orders, bills and contact history are reached through the description of an interface you already run; contact figures through a reporting database, read only.

STEP 02

Decide where it stops.

Every tool call passes your policy. A tool that changes a ticket or an account, raises a refund or sends a reply waits for a named person. Two agents answer general questions from published help articles and say they are AI.

STEP 03

Run it where the data lives.

In your data centre or your private cloud, on a model you serve.

THE RULE EVERY AGENT FOLLOWS

It prepares. A named person decides.

Thirty-five agents in nine areas

First answers	Self-Service Answer. Voice Answer. Contact Form Check. Service Notice Drafting
Email, chat and messages	Email Triage. Reply Drafting. Chat Suggestion. Translation Draft
Tickets and cases	Ticket Triage. Customer Context. Case Summary. Follow-up Reminder
Complaints	Complaint Check. Complaint Response Drafting. Complaint File. Escalation Preparation
Refunds, credits and claims	Refund Eligibility Check. Goodwill Options. Returns and Warranty Check. Bill Explanation
Knowledge base	Knowledge Gap. Help Article Drafting. Help Article Review
Calls	Call Summary. Call Coding. Callback Preparation. Support Needs Note
Quality and training	Conversation Review. Review Sample. Training Content. Reply Template Check
Reporting and customer feedback	Contact Reason Report. Feedback Theme. Service Level Report. Review Reply Drafting

Also in the pack: the full list of what each agent reads and where it stops, and the white paper “AI agents inside customer service”, with sources.

Seven questions to ask before an agent answers a customer or touches a ticket

01 Where does it run, and where is the model?

02 Does it keep each person’s permissions?

03 Which tools change a ticket or raise a refund, and does each wait for a person?

04 Which agents answer a customer directly, and from what?

05 Is the customer told it is AI, and can they reach a person?

06 Does it score an adviser or read anyone’s mood?

07 Can we stop one agent, one tool, or all of them, at once?

WHERE THE PLATFORM RUNS TODAY

In production at a top-tier bank in Asia, air-gapped, inside the bank’s own perimeter.

MODON built its AI Centre of Excellence on Katonic inside the Kingdom of Saudi Arabia.

ePLDT, the ICT arm of the Philippines’ largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines.

Where to start

One team, one channel, invented data first. A call summary agent can run on the first day: the adviser checks and saves every note.

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