

AI CUSTOMER SUPPORT · MULTI-AGENT · HUMAN + AI COLLABORATION

Servio

An AI Agent platform built for customer support — create multiple AI support teams that work alongside your human team, seamlessly.

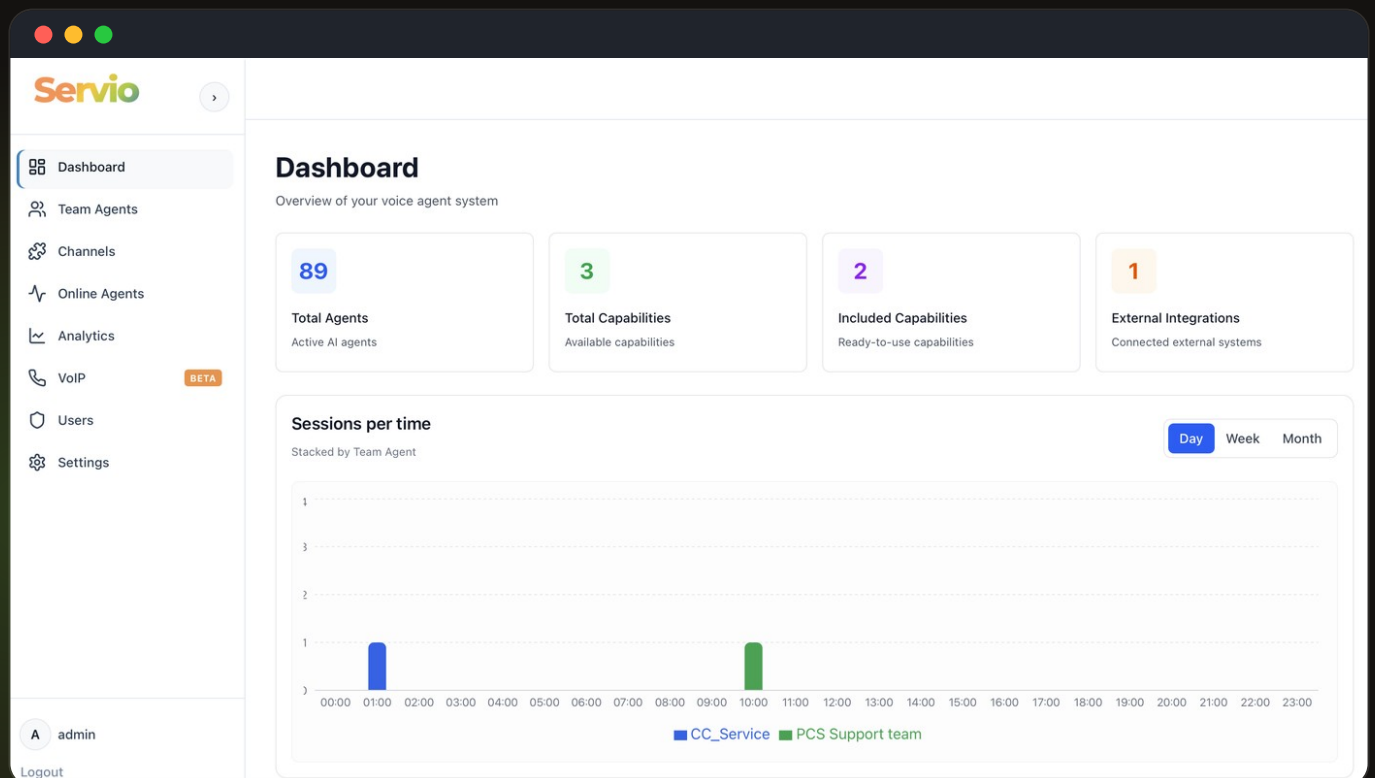
Servio is an AI Agent platform purpose-built for **AI Customer Support**. It runs as a multi-agent system where you can create multiple support teams, monitors customer satisfaction in real time, and is designed for people and AI to work together — when the AI answers incorrectly or the system detects an unhappy customer, an operator can stop the AI and switch to Manual mode so a human agent takes over instantly, without the customer ever knowing whether they are talking to AI or a person.

Multi-Agent Teams

Human + AI Handoff

Real-Time Monitoring

Satisfaction Analytics



01

Product Overview

Servio is an AI Agent platform focused specifically on **Customer Support**. Administrators can create multiple **Support Teams (Team Agents)**, each made up of several agents working together in a multi-agent setup — answering customers automatically 24/7, with real-time quality and satisfaction monitoring, and full support for human–AI collaboration.



Multi-Agent Teams

Create multiple AI support teams. Each team has a Coordinator that routes requests and hands off work between agents.



AI Customer Support

Agents answer customer questions automatically 24/7, drawing on each team's Knowledge Base, with full Thai-language support.



Human + AI Collaboration

Switch instantly between AI and Manual mode, letting a human agent take over when the AI answers incorrectly or a customer is unhappy.



Real-Time Monitoring

Track live conversation sessions, analyzing intent and customer-satisfaction trends in real time.



Satisfaction Analytics

Summary reports on Sentiment, Resolution Rate and answer quality (Clarity / Empathy) for each agent.



Omnichannel & Knowledge

Connect across multiple channels — Web Chat Widget and Voice / VoIP — with a separate Knowledge Base per team.

Channels & Knowledge



Web Chat Widget

Create and embed a widget on your website instantly. Supports both Voice Agent and Chat Text modes, with ready-made installation code.



Knowledge Base per Team

Upload documents (PDF, Word, CSV, JSON, HTML) or paste text directly to build a knowledge base for each team, with visibility controls.



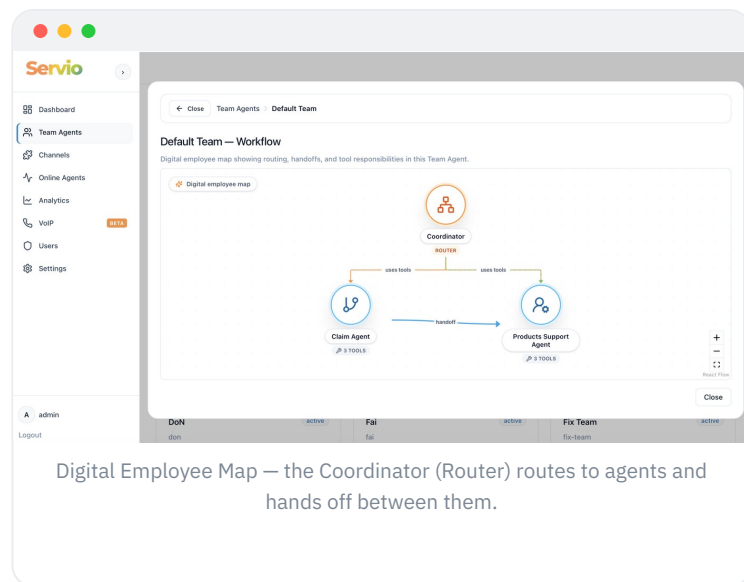
VoIP Voice Channel **BETA**

Adds a voice channel for the Voice Agent, letting customers call in and talk to the AI directly.

Widget Generator — generate embeddable chat code for your site; choose Voice or Text.

Multi-Agent Architecture

Each team in Servio is a “**digital workforce**” of multiple agents working together — Servio visualizes it as a **Digital Employee Map**, clearly showing routing, handoffs and the tools each agent is responsible for.



Coordinator (Router)

Analyzes each request and automatically routes it to the most suitable agent.



Specialized Agents

Each agent has a specific role and toolset, e.g. Claim Agent, Products Support Agent.



Seamless Handoff

Passes conversations between agents smoothly, preserving full context.



Knowledge per Team

A separate knowledge base per team, with access controls (Private / Shared).

Agent Capabilities

Intent Routing

Tool / Function Use

Knowledge Retrieval

Multi-Team Support

Thai Language

Voice + Text

External Integrations

Session Handoff

Custom Capabilities

RESULT · BUSINESS VALUE

Scale your AI support teams without limits

Create as many teams as you need — each specialized and with its own knowledge base — coordinating in a multi-agent setup to answer customers accurately and comprehensively, and to scale flexibly as service volume grows.

03 Human + AI Collaboration

At the heart of Servio is a design where **humans and AI work together seamlessly**. The system monitors every conversation in real time, analyzing customer emotion and satisfaction — and when the AI answers incorrectly or shows signs of an unhappy customer, your team can take over instantly.



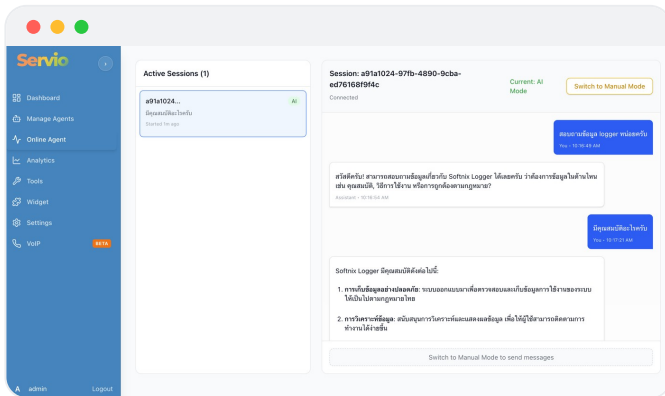
Switch AI ↔ Manual Instantly

On the Online Agent screen, operators see every live session and click “Switch to Manual Mode” to stop the AI and let a human agent take over immediately — without the customer knowing the switch from AI to human ever happened.

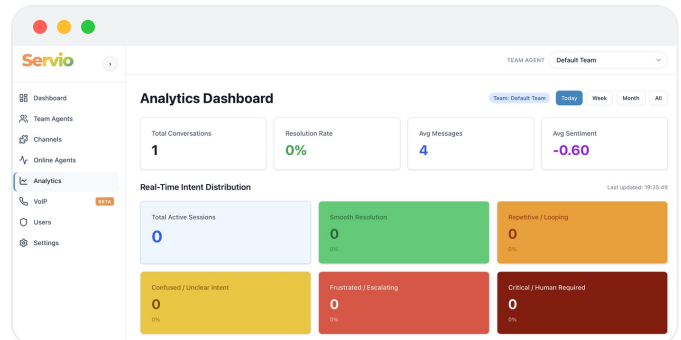


Real-Time Intent & Sentiment

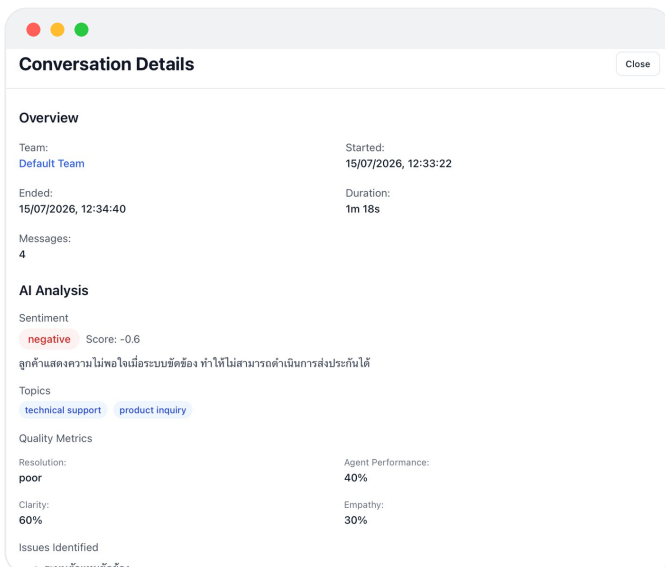
Classifies live conversation states such as Smooth Resolution, Frustrated / Escalating and Critical / Human Required, with an average Sentiment score, so you know exactly when to step in.



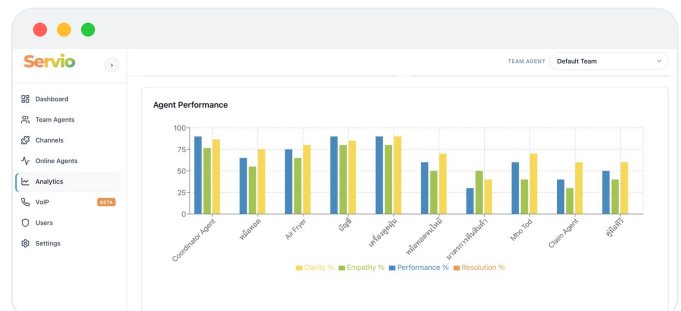
Online Agent — switch to “Manual Mode” so a human answers in place of the AI during a live chat.



Real-Time Intent Distribution — watch the status and satisfaction of every session.



Conversation Analysis — Sentiment, Topics and Quality Metrics for each conversation.



Agent Performance — compare Clarity / Empathy / Performance / Resolution across agents.

Business Outcomes & Deployment

Capability	Business Outcome
Multi-Agent Teams	Scale your service teams on demand, each specialized in its area.
AI Customer Support 24/7	Answer customers around the clock, reducing team workload and wait times.
Human + AI Collaboration	Maintain service quality; step in instantly when the AI is off-target.
Real-Time Monitoring	Spot customer issues and dissatisfaction immediately, before they escalate.
Satisfaction Analytics	Measure and improve service quality with real data.
Knowledge Base per Team	Accurate answers grounded in your documents and policies.

Deployment & Integration

Web Chat Widget

Embed chat on your site with ready-made code; supports Voice and Text.

VoIP · Voice

A voice channel for the Voice Agent (Beta) — customers call and talk to the AI.

Knowledge & Tools

Upload knowledge and connect External Integrations per team.

Enterprise Support

Enterprise-grade consulting and deployment by the Softnix team.

STRATEGIC VISION

The AI Customer Support Platform **for Every Team**

Servio takes customer service beyond ordinary chatbots — with AI teams that coordinate in a multi-agent setup, understand context and hand off work, and above all collaborate seamlessly with your human team. Your organization gets both the speed of AI and the care of people, at the same time.

Multi-Agent

Multiple AI support teams

Human-in-the-Loop

People and AI, together

Real-Time Insight

Live satisfaction tracking

Omnichannel

Web Widget & Voice

Ready to build your organization's AI customer support team?

Talk to the Softnix team for a consultation and a Servio demo.

**Softnix Technology
Co., Ltd.**

www.softnix.co.th