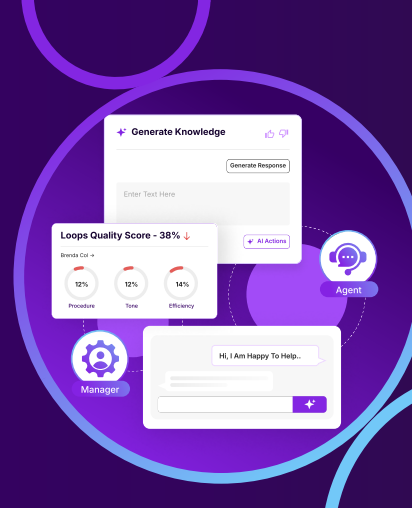


IFS Loops: Agentic CX platform

One platform. Multiple AI agents. Faster & smarter CX.



Evolve support from a cost center into a driver of revenue and business outcomes.

IFS Loops is an AI execution platform for CX that does more than assist agents. It closes the gap between customer signals and operational action across systems, teams, and workflows. Instead of adding another layer of insight, IFS Loops turns everyday support interactions into decisions that reduce risk, improve experience, protect and drive revenue.

The CX challenges we solve



High case volumes: Tickets outpace team capacity, depreciating response times and often quality.



Scattered systems: Answers live across fragmented and siloed tools, slowing customer interactions.



Inefficient workflows: Lack of standardized processes drives slower resolution times and inconsistent ticket outcomes.



Limited Insights: Leaders lack real-time visibility into ticket trends and agent performance.



Cost pressure: Teams must do more with less, without compromising the customer experience.

Core platform capabilities



AI autopilot

- ✓ Speeds up resolution of routine issues and requests
- ✓ Resolves requests using trusted, up-to-date knowledge bases and articles
- ✓ Ensures smooth, context-rich handoffs to agents when needed to preserve customer experience
- ✓ Reduces support ticket volume by enabling customers to self-serve



Agent assist copilot

- ✓ Reduces agent workload and speeds MTRR
- ✓ Writes answers and recommends next steps
- ✓ Continuously learns from every interaction
- ✓ Retrieves and cites sourced context from knowledge bases in real time
- ✓ Dynamically generates and updates knowledge from every resolved ticket



CX analyst

- ✓ Analyzes tickets, customers, sentiment, and revenue
- ✓ Conversational report generation to answer complex business questions
- ✓ Translates signals into executive-ready insights
- ✓ Identifies emerging trends and potential risks





Auto QA analyst

- ✓ Delivers 100% automated QA coverage
- ✓ Uses 40+ out-of-the-box customizable rubrics
- ✓ Flags compliance gaps and enables customized coaching
- ✓ Improves quality & consistency across human & bot interactions with full coverage

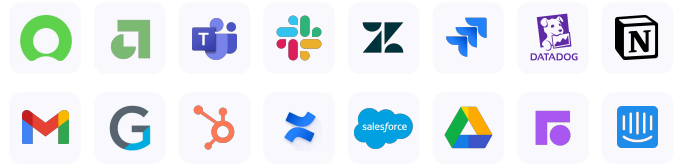
Enterprise CX platform, engineered for impact

IFS Loops platform provides 24/7 agentic AI layer that raises quality, speeds time to resolve, and lowers cost without disrupting current tech stack. It learns your business context and orchestrates AI automations across your systems with governance built in.

 Cross-System Orchestration & Execution	 Designed For Complex, High- Volume Operations	 Governed & Secure Industrial- Grade AI	 Domain-Specificity & Contextual Intelligence
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Integrations:









Connect seamlessly with CRM, ticketing, knowledge, collaboration, and **65+** enterprise tools.



Adoption and value realization

- Guided onboarding with readiness checks, roles, and success plan
- Rapid “first wins” enablement to build confidence early
- KPI definition + measurement to quantify efficiency, risk reduction, and ROI
- Executive-ready reporting on usage, outcomes, and expansion opportunities across CX

Customer stories

 Christina Augustine COO	 Lakshmi Rao Director customer Support Sauce Labs	 Genady Rashkovan VP of support & services	 Kartik Yegneshwar VP global support & technical success
Increase efficiency 37% Operational efficiency gain	Support cost savings 8hrs Saved per week per agent	Value on day 1 1200 Cases predicted to escalate	Increase productivity 2000hrs Saved agents & managers
			

Enterprise-Grade Governance & Trust

IFS Loops supports secure and compliant AI-driven CX, with strong governance controls and audits designed to protect customer data in enterprise environments.



Ready to take the next step?

[Book a Meeting](#)