

IFS Loops: AI Autopilot





Self-Service that resolves and hands-off tickets with context when necessary.






Resolve more customer issues automatically while reducing repeat contacts and agent toil.

IFS Loops AI Autopilot for Self-Service is designed for high-volume support environments where resolution quality matters as much as deflection. It detects customer intent, resolves routine issues grounded in trusted knowledge, and when human intervention is required, automatically creates a structured support ticket with summaries, labels, and full conversation context so agents can pick up instantly – without degrading the customer experience.

Today's self-service breaks down when

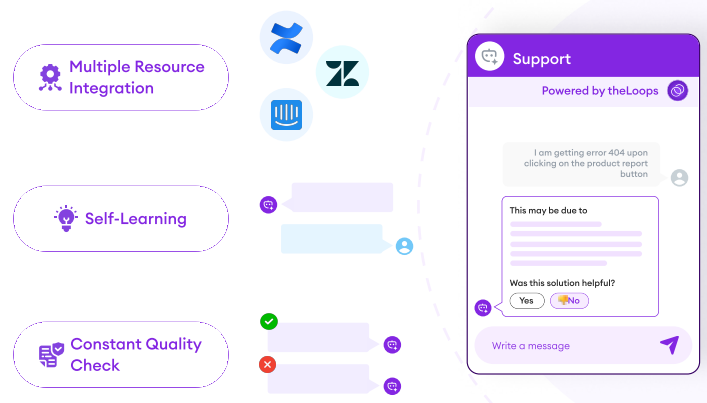
-  Rigid decision trees fail real-world complexity
-  Tickets are created manually, incomplete, or context-poor
-  Customers have to repeat themselves and lose visibility once issues escalate
-  Self-service reduces volume but degrades experience

How AI Autopilot behaves differently

-  **Resolution-first:**
Focuses on resolving issues, not just deflecting them
-  **Context-aware escalation:**
Creates and hands off ticket to agents with customer history, clear summaries, and full context
-  **Continuously improving:**
Learns from every interaction and strengthens knowledge and response quality over time

That's where IFS Loops AI Autopilot comes in

IFS Loops AI Autopilot is an AI agent for self-service that analyzes historical resolution data and contextual resources to deliver dynamic, situation-aware responses. It resolves routine and simple issues automatically – and escalates to human agents with full context, not broken handoffs. This helps agent focus on more complex issues without frustrating the customers.



Core Capabilities



Smart Resolution Suggestions

Uses historical resolution data and contextual knowledge to deliver accurate, situation-aware responses – not scripted decision trees.



Seamless Ticket Creation & Handoff

Automatically creates tickets with summaries, labels, chat history and interaction context when escalation is required.



Knowledge Generation

Continuously improves self-service by learning from resolved cases and gaps.



Customer Ticket History Awareness

Understands prior interactions so customers don't repeat themselves and agents don't start from scratch.



Dynamic Status Updates

Keeps customers informed who can request updates or closure, without human follow-ups required.



CX Signals

Supports quality and experience safeguards without over-promising autonomy.

Integrations

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



Auto QA Analyst

Ensures autonomy without sacrificing control.

Complement AI Autopilot with Auto QA Analyst to continuously monitor self-service quality, detect drift or hallucinations, and enforce your CX standards at scale. It safeguard response quality and accuracy to ensure CX leaders retain visibility, control, and accountability over self-service outcomes – even as autonomy scales.

Ready to take the next step?

[Book a Meeting](#)

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