

Deploy AI. Empower teams. Deliver better CX.

Deploy AI Agents, empower teams with real-time intelligence, and orchestrate customer experience with AI that integrates with your existing CX stack.

Our AI Offerings

AI for Customers

Always-on AI agents that resolve complex support interactions autonomously using natural language understanding, conversation context, and historical data.

Automate self-service. Improve CSAT.

AI for Reps

AI native rep experience pulls relevant context to suggest responses in real time - surfacing history, product information and resolution patterns.

Faster handle times. More confident agents.

Data Explorer

Ask questions in natural language and get real-time visuals, simple explanations, and practical recommendations — no SQL or BI team required.

Smarter decisions. Executive-level visibility.

AI Assistants

Purpose-built assistants to design workflows, write KB articles, develop AI agents, and more — without switching tools or buying add-ons.

More output. Less tool-switching.

Why Kustomer AI



Resolve more conversations automatically

Context-aware AI Agents that handle complex support end-to-end, 24/7



Give reps instant context and real-time assistance

AI that surfaces the right info at exactly the right moment



Scale CX without engineering dependencies

Build and deploy AI workflows in days, not quarters



Lead with confidence through instant insight

Turn every question into a clear, data-backed answer

What our customers are seeing

40%

Reduction in handle time

60%

Issues resolved without a rep

3x

Faster rep onboarding

25%

Avg. CSAT improvement

Adaptive AI you can trust



Combine intelligence with control

Balance speed with accuracy by configuring AI to match each use case. Use guided, deterministic flows for guaranteed outcomes, and probabilistic AI for complex scenarios that need contextual understanding.



Never wonder why AI made a decision

Best-in-class observability shows you the reasoning, procedures used, and step-by-step logic behind every AI action, with recommendations from our Observability Assistant.



Scale automation without losing trust

Start with high control and low autonomy, then progressively expand AI capabilities as your team validates performance, moving from AI assistance to autonomous execution at your own pace.

What customers are saying

"So far, 70% of all conversations coming into chat are fully automated using Kustomer's AI. This frees up our human agents to focus on more personalized interactions and complex issues."



Chad Warren
Sr. Manager of Customer Service

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"Kustomer's ability to combine conversational AI with backend integrations has allowed us to automate complex workflows while protecting pricing integrity and the customer experience."



Chad Danklef
VP of Operations

LoadUp

See Kustomer AI in action

Experience how AI Agents help your team save time, resolve issues faster, and stay in control from day one.

kustomer.com/demo

