



AGENT MARK: YOUR AUTONOMOUS SUPPORT SYSTEM

INTELLIGENT CUSTOMER OPERATIONS AT THE **NTH POWER**
DELIVER 24/7 INTELLIGENT SUPPORT THAT RESOLVES ISSUES, EXECUTES
ACTIONS, AND LEARNS CONTINUOUSLY—CUTTING SUPPORT COSTS BY
60-80%, WITH ENTERPRISE-GRADE ACCURACY AND COMPLIANCE.

Engineered by NthSol
Agents of the Intelligent AI & Decision Systems

[Next Slide](#) →

TABLE OF CONTENTS

01

Core
Problem

02

What Support
Inefficiency
Costs You

03

The Nth Power
of Autonomous
Operations

04

Agent Mark: Your
Autonomous
Support System

05

How Agent
Mark Works

06

Key
Capabilities of
Agent Mark

07

Measurable
Business
Impact

08

Industries
& Use
Cases

01

CORE PROBLEM

Enterprise Support Is Trapped Between Two Worlds

You've invested in CRM systems, knowledge bases, and support teams. But they operate in silos, creating four critical failures:

"Your customers aren't demanding miracles. They're demanding what you promised: instant resolution backed by intelligent action."



50% Missed Calls + No Reasoning Layer

Prime prospects calling after hours get voicemail instead of answers. Chatbots retrieve FAQs but can't think, decide, or act.



48-72 Hour Resolution + Manual Handoffs.

Customers expect minutes. Refund approved → Finance queued → System updated → Customer notified. Three handoffs. Three delays.



30% Sales Time Wasted + Escalation Costs.

Teams spend a half day on routine inquiries instead of closing. Complex issues bounce between teams, spending \$500 in labor on a \$200 refund.



1 in 3 Leads Unconverted + Compliance Gaps.

Best closers stuck on routine work. Multilingual hiring is expensive and turns over constantly. Manual operations leave no audit trail—regulatory liability.

WHAT SUPPORT INEFFICIENCY COSTS YOU

Every unanswered call, delayed response, and manual escalation represents real revenue loss. The brutal reality:

Team Burnout + Revenue Leakage

40-60% of calls go unanswered. CSR burnout hits 45% annually. Replacement cost: \$18K+ plus 90-day ramp. Teams spend 60% of their day on routine work, unable to scale.

Execution Delays + Escalation Cascade

Simple refund takes 24-48 hours through multiple systems. Complex issues escalate through five touch points, spending \$500 labor on \$200 refunds. Customers are 5x more likely to cancel when issues aren't resolved.

Churn & Compliance Risk

A delayed refund triggers a negative review that costs 3-4 acquisition deals. Manual operations create audit liability. No trace. No governance. Audit gaps and requests require manual reconstruction.

The Pattern:

Acquisition wins → Support fails → Customers churn → LTV collapses → Growth stalls.



THE NTH POWER OF AUTONOMOUS OPERATIONS

What if every support workflow was resolved, executed, and logged instantly?
A complete autonomous operations system delivers intelligent resolution at scale.

24/7 Multilingual + Intelligent Reasoning 12 languages.

Every time zone. Never tired. Always consistent. Your system understands context, applies judgment, and decides escalation intelligently—not just retrieving answers.

50-70% Ticket Deflection + 30-40% Fully Autonomous

Customers self-resolve with intelligent guidance. Routine inquiries resolve without any human touch. Complex actions executed in seconds—refunds processed, subscriptions cancelled, policies updated. All verified. All compliant. All logged.

Full Governance + Continuous Learning

Complete audit trail for every action—who, what, when, why, how. Compliance-ready. Every ticket trains the system. Resolutions get faster. Escalations get fewer. Costs fall.

No Delays, No Compliance Gaps

Every step happens in seconds, not days. Every decision reasoned. Every action traced. Fully auditable. Enterprise governance built-in.



AGENT MARK: YOUR AUTONOMOUS SUPPORT SYSTEM

Agent Mark is an intelligent enterprise support system engineered by Nthsol to autonomously handle customer inquiries, execute backend business logic, and drive resolution 24/7—with human-level reasoning and enterprise-grade governance. Think of **Agent Mark** as your entire Tier 1 & Tier 2 support team operating simultaneously, never tired, always compliant, always learning.



ANSWERS 100% OF INQUIRIES

Every inbound inquiry gets an immediate response via phone, chat, email, or WhatsApp. Advanced reasoning understands intent and applies business logic. Contextual awareness pulls CRM history, prior tickets, account data automatically.



QUALIFIES IN REAL TIME

Smart discovery questions identify fit, budget, urgency instantly. Multilingual fluency across 12+ languages. Sentiment & urgency detection escalates frustrated customers proactively. Knowledge retrieval ingests enterprise KB and policies in real time.



HANDLE COMPLEXITY & EXECUTES ACTIONS

Addresses concerns with contextual reasoning. Refund processing with eligibility verification and API execution. Subscription management, account updates, backend automation, payment operations, identity verification, and order management. All with zero human bottleneck.



GOVERNANCE & COMPLIANCE BUILT-IN

Risk scoring flags high-risk actions for review. Human-in-the-loop approval with real-time override. Full audit trail documenting every reasoning step. Hallucination detection and action simulation before execution. Role-based access control.

Agent Mark doesn't replace your CSRs.

Agent Mark amplifies them. Your team handles relationship building, complex negotiations, edge cases. **Agent Mark** handles the work.

05 HOW AGENT MARK WORKS

Agent Mark runs the entire support workflow from first contact to executed action seamlessly. Here's how:



Inbound Arrives & Identity Verified: Customer reaches out via any channel. Agent Mark picks up immediately. System verifies identity and pulls account history, CRM notes, prior tickets, customer tier.



Intent Recognition & Intelligent Reasoning: Natural language processing identifies intent with 95%+ accuracy. Agent Mark analyzes situation, applies policies, checks eligibility, determines routing based on risk scoring and configurable thresholds.



Autonomous Resolution (70% of Tickets): Refund verified → processed via API → customer notified → CRM updated. Subscription cancellation → retention logic checked → processed → confirmation sent → ledger updated. Policy question → knowledge base retrieved → explained in customer's language → logged.



Escalation with Full Context (30% of Tickets) Complex issues route to humans pre-loaded with: customer summary, agent's reasoning, policy interpretation, risk flags, complete conversation history. Supervisor reviews. One-click approve/override. High-risk actions (\$1000+ refunds, policy changes) require human sign-off.



Action Execution & Compliance: Approved actions execute immediately via API. Every step is logged automatically. System measures CSAT, detects dissatisfaction, and logs learnings. Every step documented. Every decision is reasoned. Every action is traced. Audit-ready.

No delays. No leakage. Every step happens in seconds, not days.

KEY CAPABILITIES OF AGENT MARK

Agent Mark is built on an enterprise-grade AI architecture enabling natural, scalable, reliable support operations with full governance.



VOICE & SPEECH: Human-like AI voice for natural conversations. Custom voice profiles aligned with your brand. Real-time speech understanding. Accurate transcription. Voice cloning for consistency. Clear audio capture. Voice tone adapts dynamically.



INTELLIGENCE ENGINE: Multi-LLM routing across OpenAI, Anthropic, and open-source models. Context memory maintains session state and long-term user profiles. Intent recognition with 95%+ accuracy. Knowledge retrieval ingests the enterprise KB. Sub-2-second latency.



ADMIN, GOVERNANCE & SECURITY: Workflow configuration, knowledge base manager, prompt management, analytics dashboard (autonomous resolution %, escalation rate, cost per ticket, CSAT delta). Real-time supervisor console. Role-based access control. Encryption at rest/transit. PII masking. Hallucination guardrails. Continuous learning.



OMNICHANNEL & AUTOMATION: Web chat widget, WhatsApp API, email parsing, voice agent (SIP/Twilio), mobile SDK, SMS support. Unified conversation engine—same AI brain across all channels. Dynamic API connector registry. Refund/cancellation/update execution.

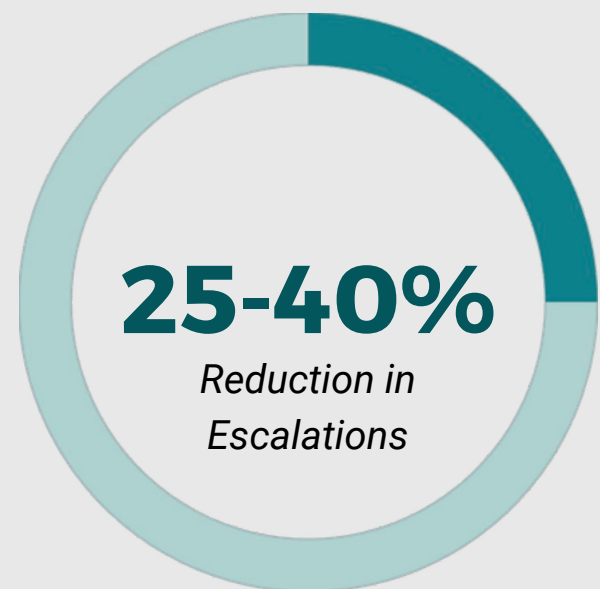
MEASURABLE BUSINESS IMPACT

Companies deploying **Agent Mark** see immediate, measurable improvements across every support metric:



FASTER RESPONSE

Dramatic reduction in time from inquiry to resolution. Refunds are processed in minutes instead of days. Cancellations instant instead of multi-day. <5% hallucination rate—guardrails ensure safety and accuracy.



MORE AUTONOMOUS HANDLING

Significant increase in tickets resolved without human involvement. 90%+ action accuracy—refund eligibility verified, cancellations processed, account updates executed. Agent Mark resolves 24-48 hours faster across all inquiries.



COST REDUCTION & TEAM IMPACT

Reduction in CSR time on repetitive work. 25-35 point CSAT improvement. 20% CSR retention improvement—multilingual coverage without new hires. Full compliance readiness—every action documented.

The Compounding Effect: Lower support costs → Higher margins → Resources freed for growth → Faster growth → Better LTV → Sustainable competitive advantage.

INDUSTRIES & USE CASES

08

Agent Mark adapts across industries where speed, accuracy, and availability drive revenue.

Industries

- Travel & Telecommunications**
 Bookings, Billing, check-in, data plan, cancellation, refunds
- Financial Services**
 Refunds, disputes, account updates, compliance-logged
- Healthcare & Insurance**
 Appointments, prescriptions, insurance claims & evidence
- Technology & SaaS**
 Billing, subscriptions, onboarding
- Retail & E-commerce**
 Orders, refunds, returns, disputes

Use Cases

- Instant Refund Processing:** Verify → check eligibility → calculate → risk score → execute → confirm → update ledger. Result: 90 seconds, zero human touch.
- Subscription:** Cancellation with Retention Verify → analyze churn → offer retention → process/pause → exit survey → trigger win-back. Result: Reduced churn, data-driven retention.
- Claim Status & Payment Collection:** Verify → retrieve claim/payment → explain → predict timeline → upload docs → send WhatsApp link → collect payment. Result: Informed customers, improved cash flow.
- Dispute Resolution:** Verify → analyze transaction → interpret policy → resolve autonomously or escalate → human review → documented decision. Result: Fair handling, reduced fraud, compliant.

One system. Multiple industries. Enterprise scale. Immediate impact.

READY TO TRANSFORM CUSTOMER OPS

The customer demand is already there. Your prospects are calling, chatting, and emailing right now. The only question is: are you capturing that revenue, or letting it slip away to competitors who respond faster?



Book a demo

See [Agent Mark](#) in action with a [personalized walkthrough](#)



Launch a quick POC

Test with your real inbound traffic and see immediate results



Start converting

[Deploy and begin capturing every inbound inquiry that comes your way.](#)

Agent Mark makes sure you close it.

From architecture to execution—your autonomous support workforce is ready.

[Book a Free Session](#)

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