

OpenText Aviator

Use case scenarios: Customer support



Customer support scenarios



Support team knowledge management

I'm a support agent navigating a jungle of documents to find the right info, fast. With AI digging through the noise and surfacing what matters, I get instant answers, boost response times, and keep customers happy without breaking a sweat.

Let's go



Sentiment-based ticket triage

I'm a support agent who can sense when things are about to go sideways. With AI reading the tone behind the ticket, I can spot frustration early, jump on urgent issues faster, and keep things from blowing up— before the customer hits ALL CAPS.

Let's go



Faster customer follow-ups

I'm a support agent and I need to craft clear, personalized follow-up messages to my customers daily. Using AI helps me connect with customers on another level, with faster response times, and with personalized communications that really hit the mark.

Let's go

Customer support made simple



Why it's hard today

- Long response and resolution times due to scattered knowledge sources
- Inconsistent answers across channels frustrate customers
- High agent turnover leads to inconsistent support quality
- Limited self-service options increase ticket volume
- Manual escalation and routing delay case resolution



Powered by OpenText:

- **OpenText™ Service Management Aviator™**
- **OpenText™ Content Aviator™**
- **OpenText™ Experience Aviator™**



Wins for everyone

- **Customers:** Consistent, accurate support boosts customer trust and brand loyalty.
- **Support teams:** AI-assisted knowledge and smart routing reduce response times.

The big payoffs

▶ Prevent escalations early

Spot customer frustration before it turns into a fire drill, and prioritize responses with precision.

▶ Personalize every response

Craft clear, human-sounding follow-ups that build trust—without the time drain.

▶ Improve customer experience

Deliver helpful, accurate responses—faster. No handoffs, better outcomes, happier customers.

Let's get started...

Customer support/help desk

Automated triage, and real-time suggestions speed resolutions.

Customer experience

Elevate satisfaction with consistent, fast, support powered by predictive AI.

Knowledge management

Use AI to extract and surface relevant knowledge from unstructured content.

Service management

Enhance agent productivity with AI-guided workflows and automated incident resolution.

Operations management

Gain performance visibility through intelligent dashboards, driving continuous support optimization.

Stop digging, start solving

I'm a support agent finding answers from a collection of documents.

1 Find the fix, fast

Sample prompt: "What are the troubleshooting steps for error code 563-A?"

Impact: No more endless scrolling—AI pinpoints the exact steps so you can act quickly.

4 Loop in the right people

Sample prompt: "Who should I notify if the workaround fails?"

Impact: Escalate smart—get the right names, teams, and protocols instantly.

2 Reset without regret

Sample prompt: "How do I reset the configuration without affecting system settings?"

Impact: Avoid unintended consequences. Find the safe steps from trusted docs.

5 Your time-saving sidekick

Get accurate, contextual answers from across your knowledge base with no hunting, no delays.

3 Workaround wizard

Sample prompt: "Is there a workaround for this error if I can't resolve it quickly?"

Impact: Stay responsive. AI helps you keep the customer moving while you work on a fix.

See it in action!

**Never search alone—
OpenText Aviator's
got your back**

Unlock the possibilities:

- **Reduce time to resolution** by up to 50% with faster access to relevant info.
- **Lower training time** for new agents by up to 40% with AI-assisted guidance.
- **Cut average handle time** by up to 30% using AI-powered document search.

Detect tone to help prioritize and respond sooner

I'm a support agent prioritizing tickets based on customer sentiment.

1 No red flags. Yet.

A user visits the service portal to submit a request to connect to the VPN from a phone.

The service agent has been assigned this request.

2 Mood check complete

Action: OpenText Aviator has assigned the service request a neutral sentiment and as a medium priority ticket.

Impact: All good. Calm vibes detected. Prioritize and move on.

3 Patience runs out

After time has passed with no response, the user gets angry and requests an update with a prompt resolution.

Impact: Yikes. The anger does not go unnoticed.

4 Uh oh, red flag

Action: Aviator automatically detects the change in user sentiment, shifts sentiment from “neutral” to “negative,” and updates the service request to “escalate.”

Impact: AI flips the switch to escalate—fast.

5 Fix it before it blows up

Beat the drama. Let Aviator monitor and prioritize the most critical user issues!

Spot and resolve rising frustration before it becomes an escalation with AI-powered sentiment detection

Unlock the possibilities:

- **Reduce missed escalations** by up to 70%. Let AI detect signs of urgency, like customer frustration or anger, before a human agent would notice.
- **Cut response time** for high-priority tickets by 60% and jump into action faster.
- **Boost agent efficiency** and respond in the right order, with the right level of urgency.

[See it in action!](#)

Follow up faster with AI-crafted messages customers trust

I'm a support agent crafting clear, personalized follow-up messages.

1 Send the right message

Sample prompt: "Draft a message letting the customer know their new policy will be ready soon."

Impact: Hit send with confidence and consistent, compliant language.

2 Make it personal

Sample prompt: "Make this message sound more personal."

Impact: Say goodbye to robot-speak. Hello, human-friendly charm.

3 Include the key details

Sample prompt: "Add in the agent's name, contact info, and a reminder to reach out with any questions."

Impact: Seal it with a smile—add that personal touch they'll remember.

4 Optimize for mobile

Sample prompt: "Summarize this into a shorter version for mobile devices."

Impact: Scroll-friendly and snack-sized—perfect for phones and busy thumbs.

5 Boost readability and trust

From draft to delivery, AI ensures every message is clear and customer-ready.

Create crystal-clear, typo-free, and totally on-point messages

Unlock the possibilities:

- Say goodbye to long backlogs with faster response times.
- Improve communication quality with personalized emails that hit the mark.
- Increase agent productivity and get more done with less burnout.

See it in action!



 **Limitless**