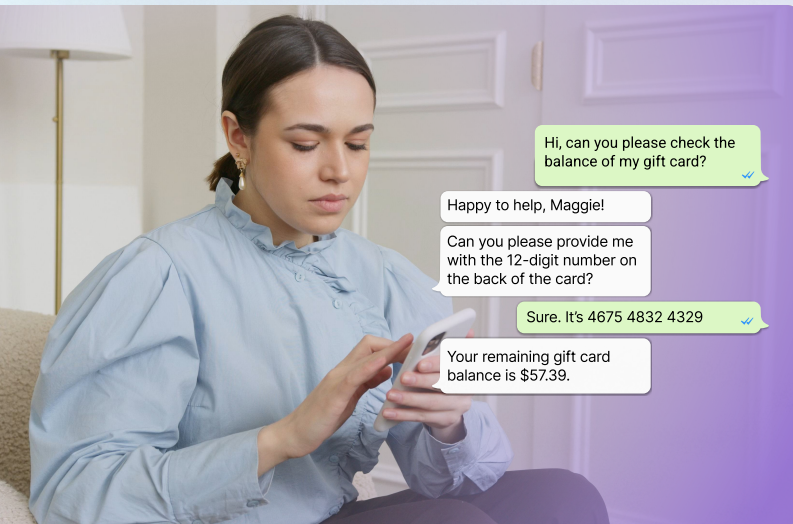# ada

Meet Ada:
The AI Customer Service Platform

ada.cx

> How can I provide extraordinary customer service for millions of customers simultaneously, 24/7?

AI Agent

> Allow me.

> Hi, can you please check the balance of my gift card?

> Happy to help, Maggie!

> Can you please provide me with the 12-digit number on the back of the card?

> Sure. It's 4675 4832 4329

> Your remaining gift card balance is $57.39.

An AI Agent designed for quality and efficiency —no compromises

Trusted by enterprises to serve millions, Ada's AI Agent delivers extraordinary customer service across messaging, email, phone, and SMS.

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400 Million	**25** Million	**70**%	**8x**
users supported worldwide	hours of human labor saved	of conversations automatically resolved	cost reduction vs human agents

Top enterprises count on us to support millions of customers worldwide

Pinterest   Canva   pair   airasia

monday.com   brigit   checkr   INTUIT mailchimp

Go from onboarding to resolution in minutes

Onboard Ada's AI Agent and see immediate results. Ada integrates with the tools you already use, and learns from content you already have, to deliver personalized service from day one.

Salesforce Knowledge **Connect**

✓ Knowledge base integration connected.
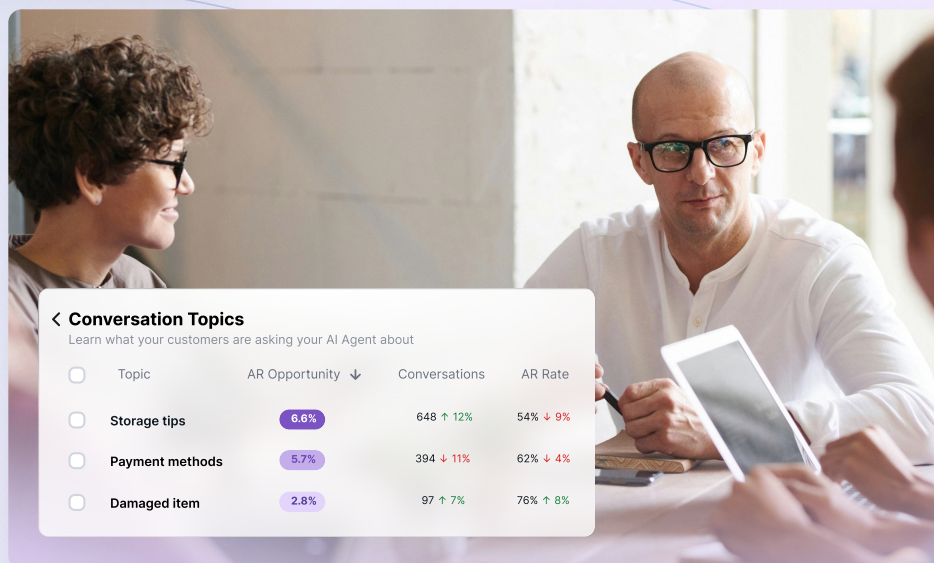
Email

Voice

Chat

Extend AI efficiency and cost savings across channels

The same AI Agent can serve your customers in 50+ languages across email, social, phone, and messaging channels, applying distinct conversational best practices on each one.

Continuously improve with AI-driven insights and coaching tools

Identify which conversations were truly resolved and where you can improve the customer experience. Use intuitive coaching tools to give Ada feedback and deliver results on par, if not better, than a human.

‹ Conversation Topics
Learn what your customers are asking your AI Agent about

Topic	AR Opportunity ↓	Conversations	AR Rate
Storage tips	6.6%	648 ↑ 12%	54% ↓ 9%
Payment methods	5.7%	394 ↓ 11%	62% ↓ 4%
Damaged item	2.8%	97 ↑ 7%	76% ↑ 8%

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Eliminate risk with enterprise-grade security

Ada rigorously adheres to industry-leading security and compliance practices. Built-in safety and accuracy controls ensure replies always comply with your company's policies.

Safety and accuracy controls	Privacy-by-design	Reliability and scale	Data compliance

42% reduction in agent average handle time

"Ada's AI Agent has had a **huge impact on our operational efficiency.** Now, we have the same "brain" and logic powering both our email and chat channels."

Ariel Roitman
Group Manager, CX Knowledge

ıı.monday.com

2x increase in Automated Resolution   **10pt** increase in CSAT

"Based on Automated Resolutions, **our AI Agent is equivalent to 10 full-time agents.**"

Christine Farrugia
VP Client Experience & Strategy

Wealthsimple

The future of customer service is here

Ada's AI Agent helps companies scale customer service without compromising quality experiences.

Book a demo to see what Ada can do for you.

T +1 (855) 232-7593   **E** sales@ada.support   **in** /company/ada-cx

⬤ ada

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