

# Next Generation CX

AI operated, human supervised

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Contact

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Date

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# Do much more, with much less

Even during growth, Notch customers have reduced support headcount and allocated resources to higher value tasks. All while improving CSAT.



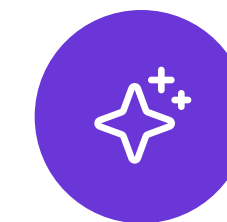
Business growth driving higher ticket volume?

**Don't hire.**



Turnover in your customer support team?

**Don't replace.**



Wish you could allocate agents to higher value tasks?

**Do it.**

# Preserve your personality, uphold your policies

Notch AI will honor your brand's Tone of Voice and unique traits,  
communicating in a way that's indistinguishable from you.



**30sec**

**First Response Time**



**97%**

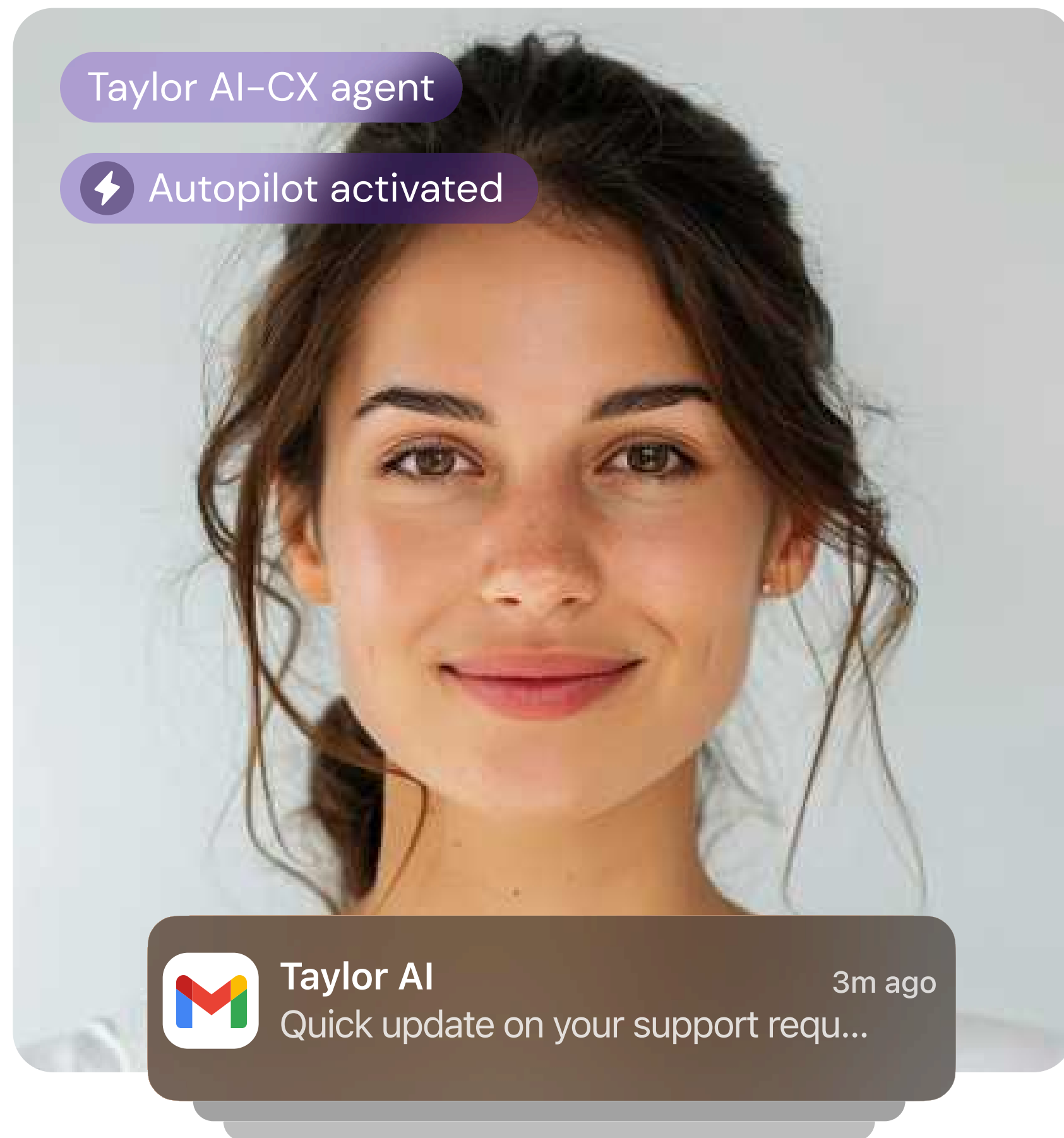
**Messages Accuracy**



**99%**

**Customer Satisfaction**





# Like cloning your top rep.

Notch AI learns from your previous interactions and replicates your top performing support agent.  
Never mishire again. **Heck, maybe never hire again.**

"Can't see any reason why a brand would not use Taylor's magic.."

*easyplant* *Paint* YOUR LIFE  MIXTILES  MAËLYS PARTICLE  
 YVES ROCHER mylee  COCONUT CULT GA-DE HULKEN® Book  Way idyl



# Complete A to Z resolution

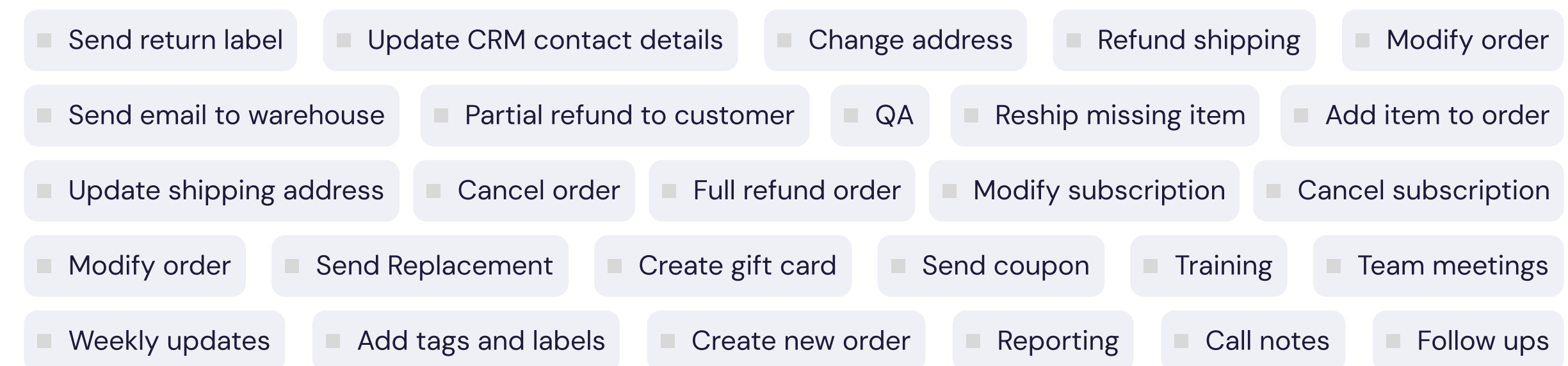
Your Notch AI agent doesn't just respond to customers. **It automates back office workflows.**

## Before Taylor

### Human Workforce



### Human workflows



## After Taylor





# “A Game-Changer”

“Notch AI agents has improved our customer interactions and provided valuable insights. The team is responsive and dedicated, and we're grateful for the positive impact on our CX. We look forward to continuing this successful collaboration!”

**Daniel De Castro**

Co-Founder & COO at Maëlys





# Why Notch

We'll help you cut costs by over 70%, while increasing CSAT by over 10%.

A dedicated team of Notch Implementation Managers will do the heavy lifting and build the infrastructure you need to turn your large CX department into a small, fully automated team.



**Managed Service**



**Insights**



**On Brand, On Policy**



**Cut costs by 70%**



**Increase CSAT by 10%**

# Supervision, security and auditing

To mitigate risks inherent in the non-deterministic nature of LLMs, Notch wraps LLMs in supervisory layers to reduce hallucinations, ensure security, and prevent abuse.





# Scaling support during extreme growth

A leading cosmetics and beauty brand doing over \$150M experienced a growth explosion in 2024. During their busiest month, **Notch was there.**

- Tickets resolved

● 67,386
- Automation coverage

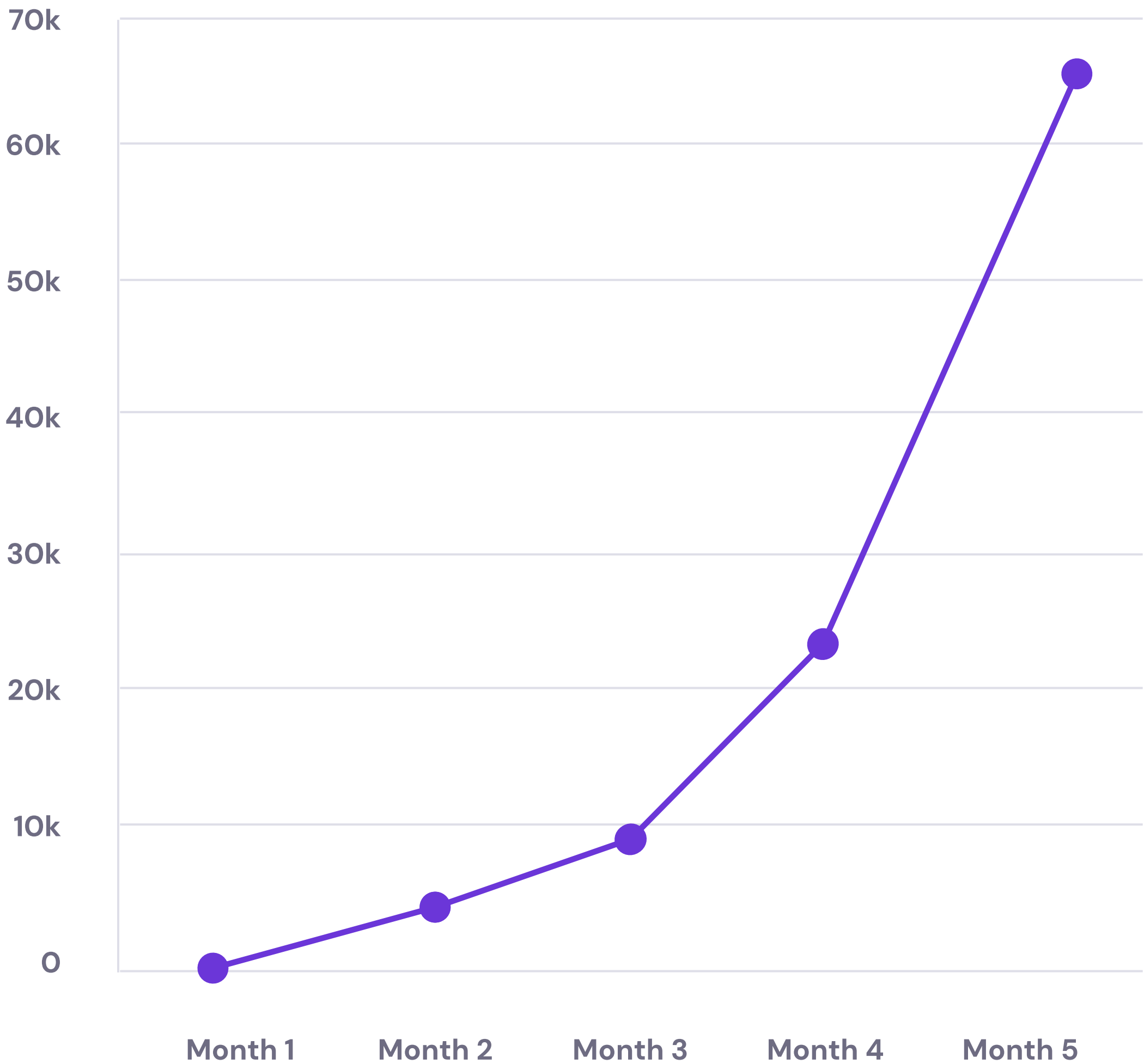
● 80.4%
- CSAT

● 99.2%
- Messages sent

● 254,173
- Automated back-office tasks

● 13,168
- Agent headcount reduction

● 70 agents



# HULKEN®

**“feels as if you’re truly interacting with a human”**

The HULKEN team was cautiously optimistic about AI and unwilling to compromise on quality or Tone of Voice. Notch’s AI vastly exceeded their expectation in testing and they quickly went all in.



**Alex Schinasi**  
Co-founder & CEO at Hulken

# idyl

**“We tried other AI CS tools, Notch AI is a level above.”**

idyl needed a partner that could help them meet growing demand and unblock hiring bottlenecks. Notch enabled idyl to scale and increased CVR through chat by 34% within weeks.



**Ornella Siso**  
Co-Founder & COO at idyl

# The Conscious Bar

**“improved our CX in ways we hadn’t expected”**

The Conscious Bar used Notch AI across email, Whatsapp, SMS, live chat and Instagram to reduce refunds by 40%, increase CSAT and increase positive reviews online.



**Yaniv Simpson**  
Founder & CEO at The Conscious Bar



# Notch evaluation

Assessing tech is hard. Our goal is to make it as easy as possible with transparency.



## 01

### Alignment

Do we solve your top priority? Align on goals, process and requirements.

## 02

### Evaluation

Technical deep dive, project timeline, wider team demo, ROI business case.

## 03

### Decision

Pricing and commercial terms.  
Executive summary and decision.

## 04

### Formalize Partnership

Legal and infosec final review.  
Contract signature.

# Onboarding roadmap

## Integration

Automation strategy session with CSM and technical set up with your CX tech stack

## Implementation

Deep dive into support policies and Tone of Voice with CSM who builds automation

## Feedback

Real tickets are answered in test mode. Quality assurance through our Feedback portal. Responses are refined

## Going live

Ongoing review of data and analytics, feedback and increasing automation coverage



1 Week

2 Weeks

3 Weeks

On-going



# 4+ Stars in 1000 CSAT surveys

"We've enhanced customer service quality and operational efficiency, allowing our team to focus on growth initiatives."

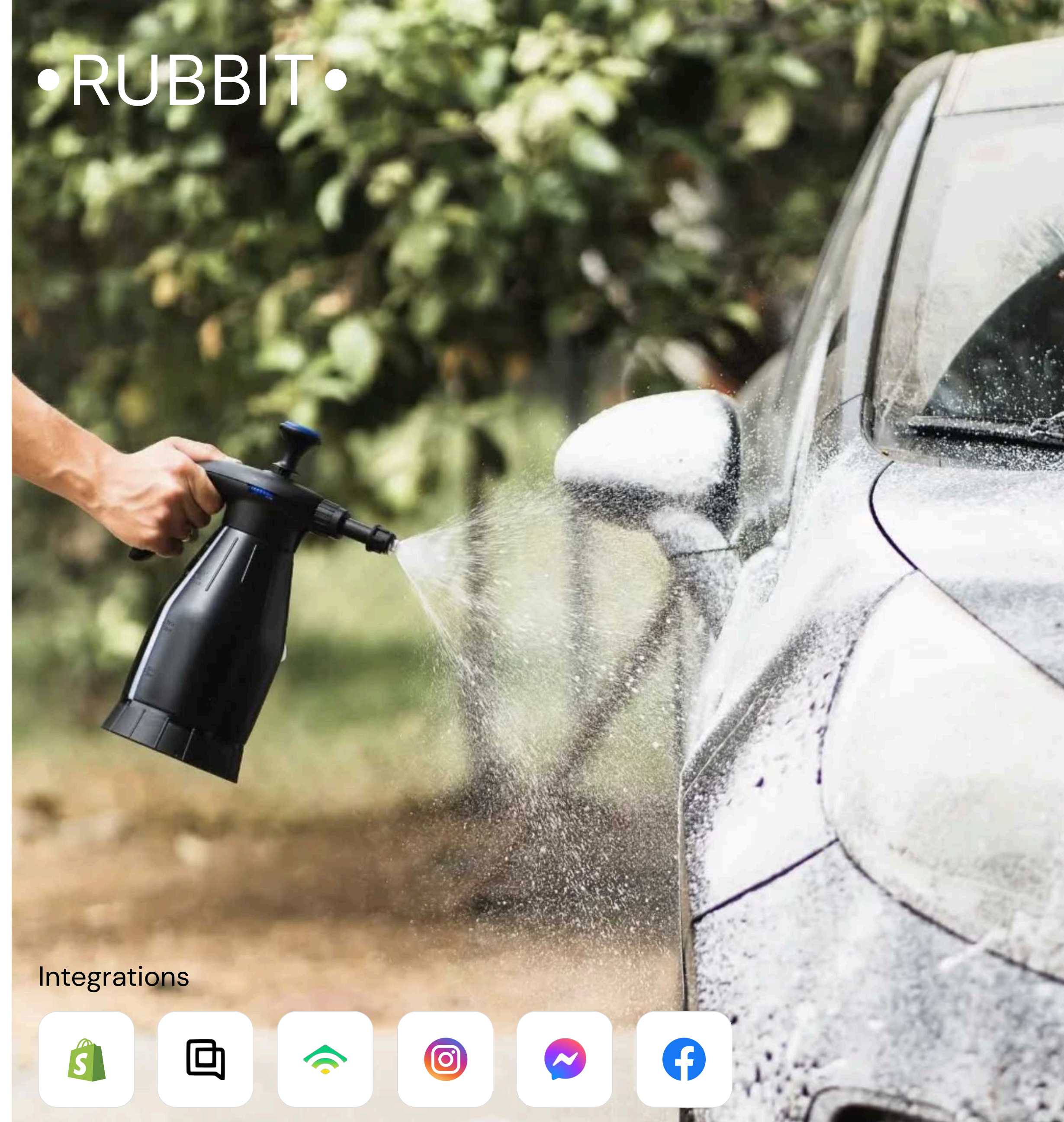


**Raz Avigdor**  
CEO at Rubbit

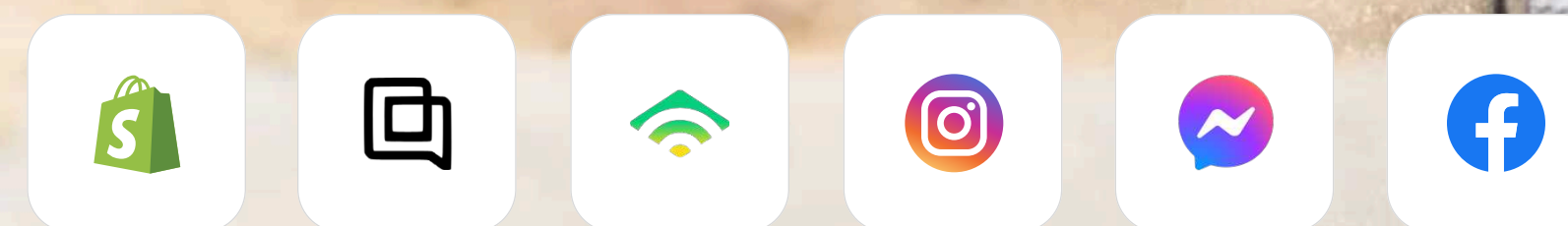
Rubbit leveled up customer support with AI, handling email, webchat, and Instagram while solving top issues like damages, returns, and cancellations effortlessly.



• RUBBIT •



Integrations





idyl

# Pre-sales support led to +34% CVR

“With Notch, we managed a record breaking weekend and now offer 24/7 chat support ”

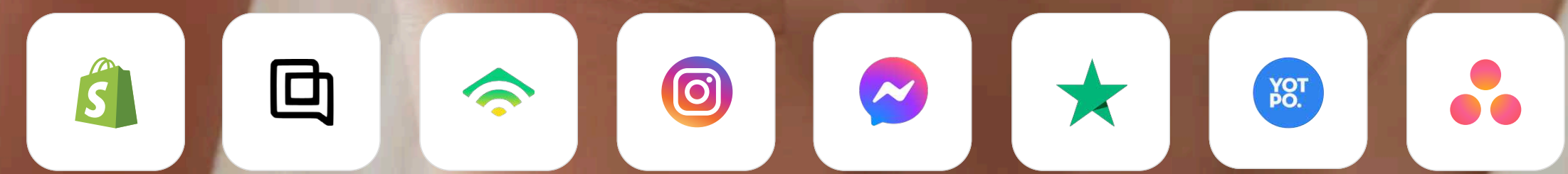


**Ornella Siso**  
Found & COO at idyl

Idyl transformed pre-sale support with AI, offering 24/7 web-chat across email, WhatsApp, and Instagram, driving seamless customer experiences and boosting conversion rates.

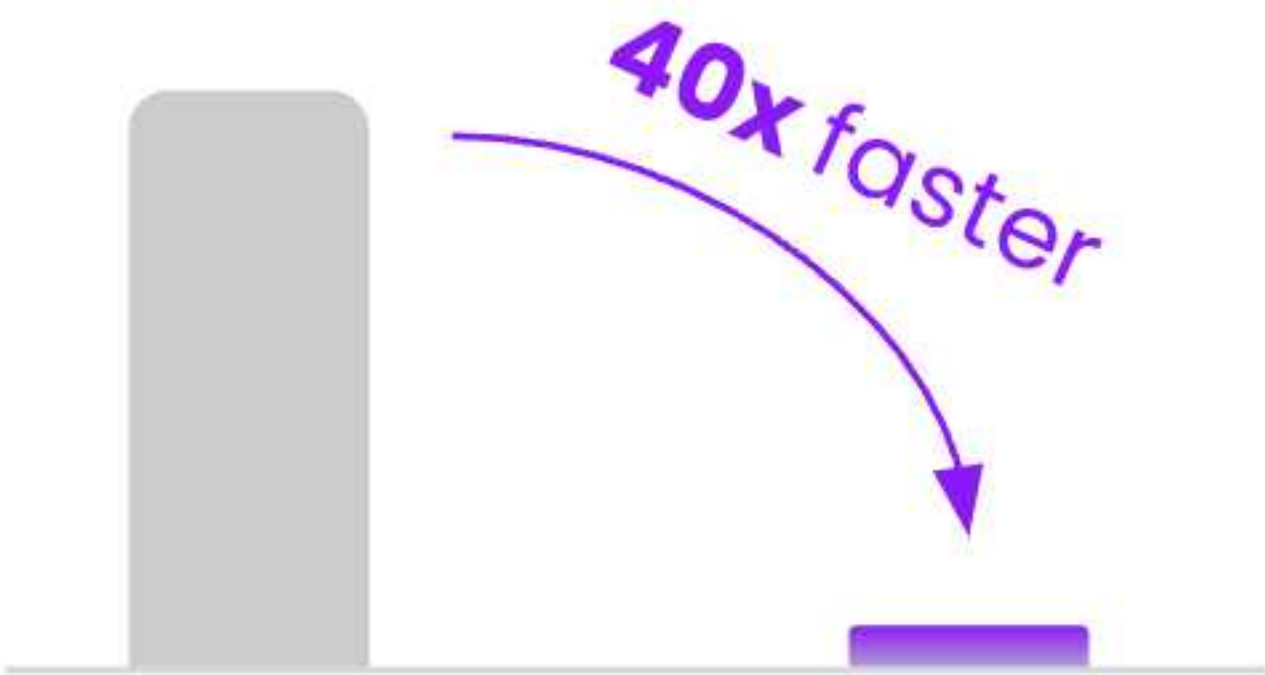


Integrations





# FRT dropped CSAT jumped



MYKA boosted customer satisfaction with personalized faster responses via email and website contact forms, resolving key issues like late deliveries, lost packages, and undelivered items effortlessly.

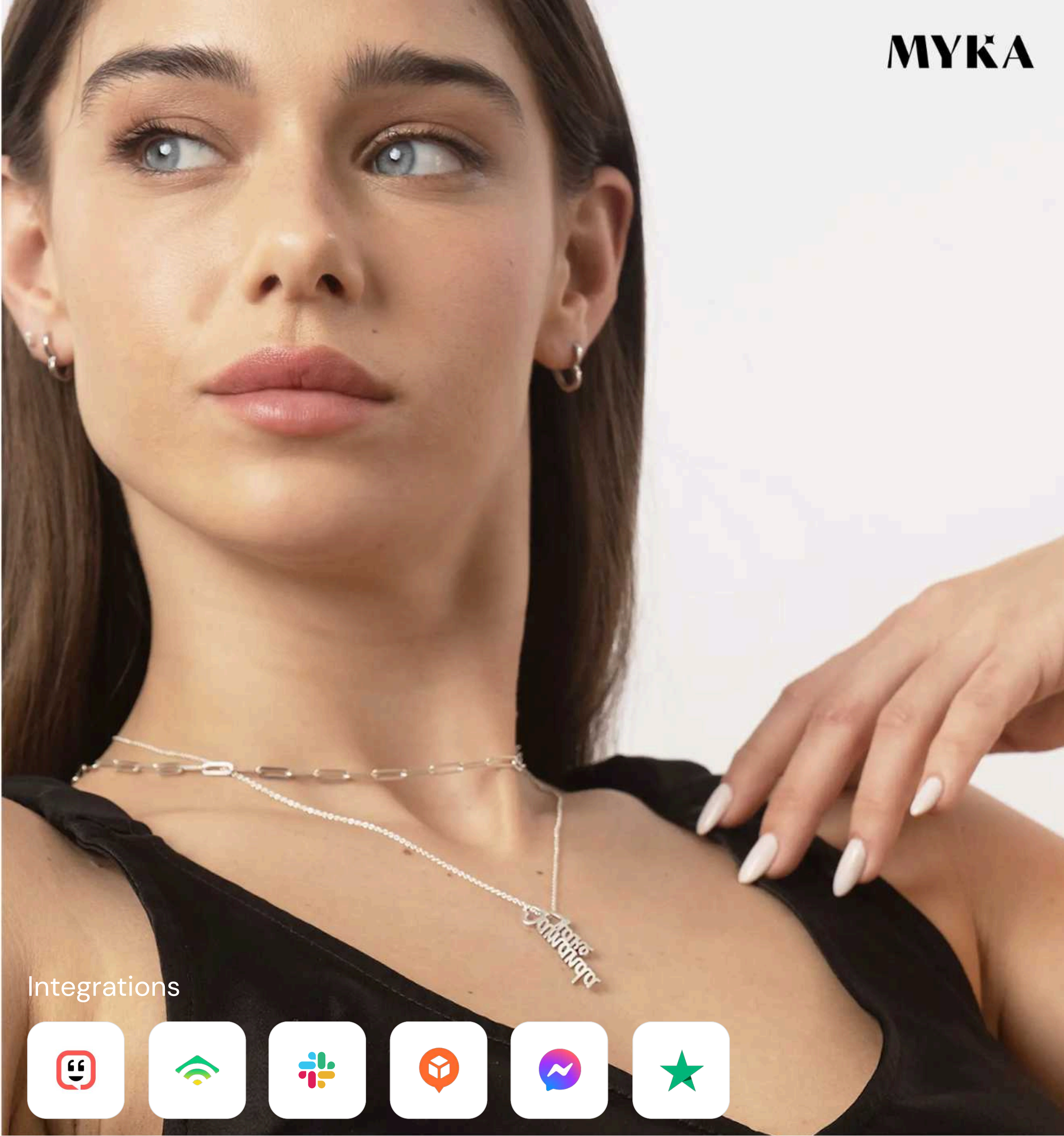
- Faster response times

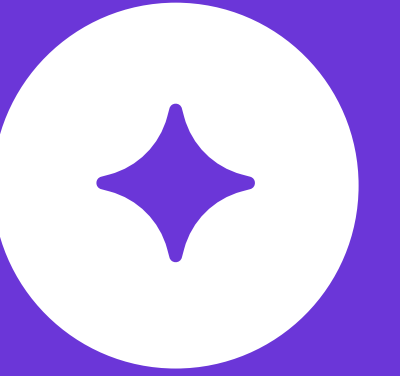
  - **40X**
- CSAT increased by

  - **10%**
- Avg. Response Time

  - **1min**

Integrations





# Thank you!

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