



Meet Notch, The AI Customer Support for Ecommerce

Notch is the autonomous support agent built for ecommerce. We resolve complex tickets from start to finish exactly according to your policies and procedures. By combining deterministic rule-based workflows with generative AI, Notch is automatically resolving over 70% of tickets without compromising quality or tone of voice.

Ecomm CX leaders typically see the impact of cutting support headcount by 50% (average) and eliminate the need for temporary hires during peaks (eg: BFCM), while still improving CSAT and conversion metrics by double-digits.

90%

Average reduction in time to full resolution of support tickets with 24/7 instant replies.

75%

Of support tickets automatically resolved end-to-end on average for ecommerce brands.



The possibility of Notch with Ecommerce

Trusted by top brands to deliver top notch customer experience in the moments that matter.

MAËLYS saves \$2M with Notch

MAËLYS scaled fast with Notch to maintain CX quality during 4x ticket volume growth. With Notch's AI automating over 80% of tickets, MAËLYS reactivated live chat and avoided 100 hires, saving ~\$2M.



Yves Rocher doubles CS intake with 0 hiring

By deploying Notch, Yves Rocher doubled support capacity while reducing resolution times by 92%. Pre-sales inquiries are now answered instantly, boosting conversion rates without additional headcount.



Idyl increases CVR by 32%

With high value complex products, Idyl launched Notch to make it easy for customers to contact support 24/7 and receive instant guidance. Notch helps Idyl automate 90% of inquiries and increased CVR by 32%.



Theo Grace adapts to seasonal peaks

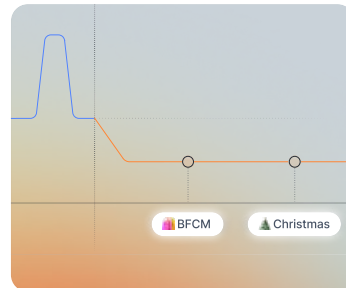
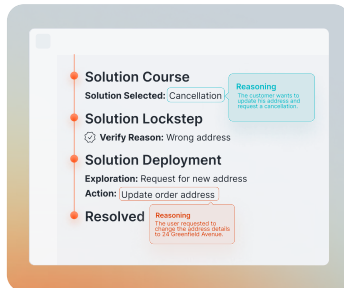
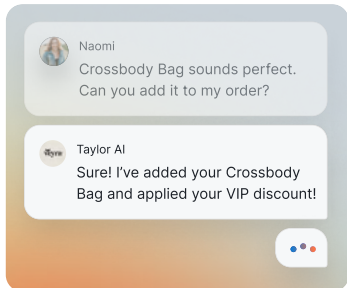
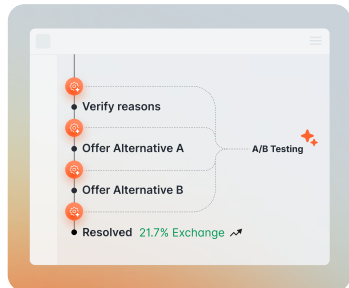
During seasonal surges, Theo Grace used Notch to instantly adapt SOPs and manage rapid changes in ticket volume - delivering consistent customer experience at scale.





Why partner with Notch?

Ecomm brands deliver faster and better CX to customers with Notch.



Minimize refunds

Protect revenue by using AI to guide customers toward alternative solutions when requesting refunds and returns.

Notch adapts to nuance, suggesting relevant alternatives based on context and enforces your complex, multi-step processes to reduce refund rates while preserving customer satisfaction and loyalty.

Increase LTV

Create more exclusive opportunities for your VIP and loyalty program customers to interact with your brand.

By deploying Notch you can engage your top customers with a personal shopping assistant to drive more brand engagement, leading to more loyalty, revenue and LTV.

Order Changes

Avoid operational waste by enabling customers to update address or edit orders before being dispatched.

With Notch, customers can instantly make order changes according to your policies based on order status without human delay, driving higher satisfaction, higher order value and reducing errors and delivery waste.

Beat Seasonality

Avoid needing to hire, train and offboard temporary hires in preparation for seasonal peaks like holidays or promotions.

Notch scales effortlessly to handle surges, ensuring consistent, high-quality support without adding overhead so you save money, time, and customer satisfaction.

How does it work?

Notch's AI agent will only handle tickets it knows how to resolve. Together with the implementation team, Clients start with the policy that has the biggest impact on efficiency and then expand.

Pre-Sale	Orders	Account Updates	Payments & Billing	Subscriptions
Product recs	WISMO	Login issues	Failed transaction	Manage & Modify
Availability	Returns & Refunds	Billing issues	Duplicate charge	Change billing
Eligibility	Exchanges	Payment method	Missing invoice	Offer promotions
Applications	Cancellations	Profile updates	Checkout and	Loyalty club
Promotions	Modify order	VIP tier	Promo code issue	Points balance
Cross-sell	Track order	Address change	Currency query	Redeem rewards
Upsell	Schedule delivery	Email unsubscribe	Taxes and duties	Avoid cancellations



Customer Stories

What CX leaders from leading Ecommerce brands have to say

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 32% 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

"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



87%

MAËLYS relies on Notch to autonomously resolve 87% of all support tickets.

50%

Reduction of net support costs while also improving key CX metrics such as resolution time and CSAT.

