AETHEIS Technology Different

AI for Customer Service

Agent assist, triage and answers for service teams

THE PROBLEM

Customers expect fast, accurate answers on every channel. Agents search five systems for the right policy, and every answer depends on who picks up.

YOU LEAVE WITH

1. A triage routine that sorts incoming requests by type and urgency.
2. An answer assistant grounded in your own policies.
3. Reply templates tested on real cases, in your brand's tone.

LEARNING OUTCOMES

- Classify and route incoming requests with AI.
- Draft accurate replies grounded in their own policies and procedures.
- Set the quality checks and escalation rules for AI-assisted service.

DURATION
Half-day, 08:30 to 12:30

HANDS-ON
3h15 practice, 0h30 theory (13%)

FORMATS
In-house

GROUP SIZE
10 to 24 participants

LANGUAGE
English; French on request

TOOLS
Laptop; the AI assistant your organisation uses

ATTESTATION
Certificate of attendance

WHO SHOULD ATTEND

Contact centre agents, service team leads and customer experience managers.

WHERE THIS SITS ON THE PORTOLAN ROUTE

Every AI course can feed a Portolan roadmap

1 · next	2	3	4	5	6
Session	Bearings	Route	First Crossing	Fleet	Harbour

PROGRAMME

Time	Block	Theory	Practice
08:30–10:15	**Triage.** Request types, urgency, routing rules	15 min	90 min
10:30–12:30	**Answers you can trust.** Grounded replies, tone, escalation	15 min	105 min
Total	Breaks not counted	**0h30**	**3h15**

LABS, ON YOUR OWN MATERIAL

Triage run
Twenty requests sorted and routed.

Answer assistant
Replies grounded in your policies, checked.

WHAT TO BRING

Twenty anonymised customer requests and the policies agents use to answer them.

AFTER THE COURSE

Atlas, the AI coach on Learn N' Succeed, follows up at day 3, 7 and 30. Your work and the prompt kit stay in your space and can feed a Portolan roadmap.

LEARNING PATH

BEFORE
FLU1 Generative AI Essentials

THIS COURSE
CSV1 AI for Customer Service

AFTER
BLD2 AI Pilot Selection and Design

FORMATS AND PRICE

Rs 18,000 · €350 · USD 400

per participant

Half-day, excluding VAT; refreshments and materials included
In-house for your team, 10 to 24 participants

Not sure where to start?
Book the Portolan 20-minute call →
aetheis.com/portolan