

PRODUCT SHEET

AITHANEX Customer service

AITHANEX Customer service is a product for managing customer service conversations from a single environment

Type:

Product sheet

Product:

AITHANEX Customer service

System:

AITHANEX (management, data and operations platform)

Audience:

Customer, pre-sales, management, support and customer service

Document version:

1.0

Review date:

2026-10-04

Fecha de creación:

04/10/2026

Description

AITHANEX Customer service is a product for managing customer service conversations from a single environment. It centralizes digital channels, bots, human support and a mobile app for agents in one operation.

The team can receive queries, organize conversations, reply from the web or mobile inbox and maintain traceability without splitting support across separate tools.

Purpose

An organization handles queries from web, messaging, email or other connected channels without scattering the history across tools. Bots resolve frequently asked questions, guide defined flows and collect initial information.

When the flow provides for it, the conversation can pass to a human operator with the context already recorded. Optionally, **AITHANEX AI** (AI agent platform) makes it possible to extend the bots with assisted classification, knowledge lookup and more contextualized replies.

What it solves

Many companies serve their customers from separate channels:

- Web chats without a shared history.
- Messages on social networks or messaging apps that are hard to follow.
- Emails without clear assignment.
- Repeated queries that consume team time.
- Manual escalations between bot and person.
- Lack of traceability about who replied, when and with what context.

AITHANEX Customer service solves this need by bringing conversations, contacts, bots, teams and human support together in a single work inbox.

What it allows you to do

Channels and inbox

- **Centralize conversations.** Gathers customer queries in a shared inbox.
- **Connect digital channels.** Receives messages from web, WhatsApp, Instagram, Meta and other enabled channels.
- **Keep history.** Preserves the complete context per contact or conversation.

Automation and human support

- **Create support bots.** Bots answer frequent queries, run defined flows and collect initial information.
- **Hand off to operators.** Transfers conversations from bot to a person through rules, buttons or direct intervention.
- **Reply from the mobile app.** Agents handle conversations away from the workstation.
- **Extend bots with AITHANEX AI.** Optionally connects **AITHANEX AI** for knowledge lookup, assisted classification or more contextualized replies.

Service management

- **Assign conversations.** Distributes queries among teams or agents.
- **Organize the work.** Uses labels and states to organize support.

- **Measure performance.** Generates reports on incoming conversations, agent activity, response times and handoffs.
- **Analyze queries with AI.** Optionally uses **AITHANEX AI** to detect recurring topics or classify conversations.
- **Customize the experience.** Adapts colors, visual identity, initial messages and channel presentation to each project.

Typical applications

Customer service

Centralizes sales queries, after-sales, basic support and follow-up of requests.

First-level bots

Makes it possible to answer frequent questions, collect initial data and hand off to a person when the query goes beyond the automatic flow.

After-sales support

Keeps conversations, history and owners in one tool to improve service continuity.

Mobile support

Allows agents to reply to conversations from the mobile app, maintaining history, assignments and continuity of service.

Sales teams

Helps receive leads, qualify queries and organize communication with prospects.

Multi-channel companies

Unifies conversations arriving via web, email, social networks or messaging when those channels are enabled.

References

- AITHANEX AI: <https://aitha.es/en/platform/aitha-ai/>