

AI Support Operations Brief

Synthetic test file created for the TokenPig SEO landing pages.

Objective

- Reduce average first-response time
- Improve answer consistency
- Keep escalation rules visible

Current metrics

- 1,240 tickets per month
- 18 minute median first response
- 82% first-contact resolution
- 4.4/5 customer satisfaction

Recommended actions

- Create a reviewed knowledge source
- Route billing and security issues to specialists
- Measure deflection and unresolved-question rate

Risks

- Outdated source material
- Missing access controls
- Over-automation of sensitive cases