L2 Support Agent

Smarter Support. Proactive Resolution. Human-Assured

Say goodbye to stacked tickets and delayed fixes . L2 Support Agent is the AI-powered support agent that thinks, investigates, and resolves.

Leadingpoint

The Challenge

As digital services grow, support teams fall behind, with mounting tickets, longer resolution times, and wasted expert hours.

You're probably facing these challenges:

- Manual root-cause analysis drains talent and budget
- Rising ticket volumes with limited support resources
- Repetitive troubleshooting routines of recurring issues
- Missed SLAs and declining customer satisfaction

Every minute spent sifting through systems, logs, and databases is a minute customers wait—and each unresolved ticket is a business risk.

Let the Numbers Talk

Agentic AI will autonomously resolve **80% of common customer service issues** without human intervention by 2029 leading to a **30% reduction in operational costs**

(Gartner, 2025)

The Solution

L2 Support Agent your always-on AI support agent — trained, connected, and always ready to work.
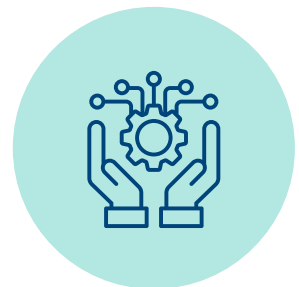
How we will help:

Reduce time-to-resolution by acting the moment tickets are created

Lower support costs by reducing manual effort

Increase customer satisfaction with faster turnaround

Ensure control with transparent logs and human-in-the-loop execution

Scale support operations without scaling headcount

This is not just automation; it is support intelligence with expert oversight.

Let the Numbers Talk

AI-driven troubleshooting models reduce Mean time to repair MTTR by **50–60%**, improving uptime and minimizing service disruptions.

(AJSRI, 2023)

How It works

L2 Support Agent embeds into your ecosystem like a real support teammate, listening, analyzing, and acting with context.

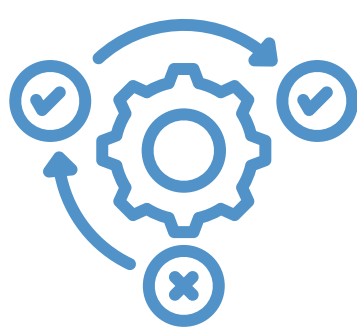Here is how it works:

AI Support Agent Approach

1.Continuous Tickets Monitoring

Watches your ticket queue 24 / 7 and seizes every new case the instant it appears in your ticketing system.

2. Autonomous Investigation & Diagnosis

Identifies relevant context of the ticket, runs deep diagnostics, and launches an automated investigation across all connected systems.

3. Root-Cause Insight & Recommendation

The agent turns complex findings into a plain-language explanation—what broke, where, and why—then generates a clear, risk-rated action plan ready for approval.

4. Human Review & Execution

A human agent reviews the suggested fix. Upon approval, the agent executes the resolution and updates the ticket with full traceability.

From ticket creation to resolution — with no idle time, no guesswork, and no lost context.

Why Choose Us?

You are not looking for just another vendor, you need a partner who gets the complexity of your business and the urgency of modernization.
Here are why our clients choose us:

Deep industry expertise: 19 years of experience across finance, telecom, healthcare, and government.

Early AI adopters: Among the first to turn emerging technology into real business value.

Proven in the field: Live AI agents resolving tickets for fintech & telecom operators

Visible ROI: Higher efficiency, lower cost, higher software quality and built-in compliance.

Safe, phased adoption: Transform at your pace without disrupting current operations

Ready to Reinvent Support?

Let's Get Started.

Whether you are just exploring or ready to act, LeadingPoint makes it easy to take that first step with clarity and confidence.

Book a free discovery call
 Let's talk through your goals and map the right path.

Request a technical walkthrough
See how our solution fits your architecture and needs.

We move fast, speak your language, and meet you where you are.

Contact Us

Contact our team of experts

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