



Ada's AI agent for Customer Service: Resolve more with less effort

Challenges

Customer service agents in North America face high turnover (30-40% annually in the US) with most leaving in under a year, driving up hiring, training, and management costs. Leaders must cut service costs while improving satisfaction and building a high-performing, tenured team that adds real value for the business.



Rising Customer Service Costs

High operational costs due to human labor expenses in customer service.



Slow Resolutions & Inconsistent Support

Customer service inefficiencies leading to long resolution times and inconsistent support quality.



Scaling Support Without Quality Loss

Scaling support while maintaining quality as businesses grow internationally.

Partner solution

Ada is an AI customer service company whose mission is to make customer service extraordinary for everyone. Ada's platform automates up to 83% of inquiries, significantly reducing operational costs associated with human labor. By delivering instant, accurate resolutions across multiple channels and languages, Ada enhances efficiency and ensures consistent support quality. The platform's scalability allows businesses to maintain high-quality support as they expand, effectively addressing the challenges of growing international operations.

[Learn more >](#)



Reduce Costs with AI Automation

Reduce operational expenses by automating up to 83% of customer inquiries with AI customer support.



AI Automation for Multichannel Support

AI-driven automation resolves customer service inquiries across channels and languages with minimal effort.



Faster Resolutions with AI Insights

Resolve issues faster and more effectively with AI-powered insights that optimize conversations—no manual effort needed.



Real-Time AI Resolution Analysis

AI-powered conversation analysis detects successful resolutions and identifies areas for improvement in real time.



Continuous AI learning for Better Support

Improve performance and enhance support quality with an AI agent that continuously learns and improves over time.



AI-Powered Coaching & Feedback

AI coaching and feedback tools allow for targeted adjustments that increase resolution rates.

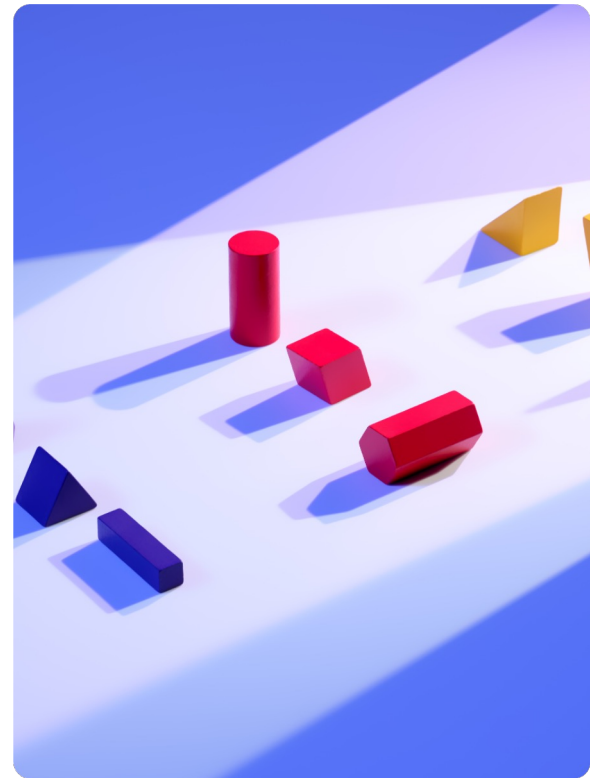


Generative AI in AWS Marketplace

Organizations are turning to generative AI to increase productivity, create new experiences, gain valuable insights, and augment creativity. Powered by foundation models (FMs) capable of learning complex concepts, generative AI is making an impact across industries.

AWS Marketplace makes it easy to find and access managed generative AI services, along with versatile open-source FMs to streamline integration and accelerate your projects.

Innovate faster across the stack, customize models with enterprise data, and deploy generative AI securely with partner solutions in AWS Marketplace. Unlock generative AI innovation with AWS Marketplace.



Get started with AWS Marketplace

Make generative AI a no-brainer.

[Get started >](#)



Partner

By integrating Ada's AI customer service platform with AWS, businesses can seamlessly automate and enhance customer interactions across channels and languages. This collaboration ensures efficient, personalized, and scalable support, leveraging Ada's advanced AI capabilities alongside AWS's robust infrastructure. Together, they empower organizations to deliver exceptional customer experiences while optimizing operational efficiency.



AWS Marketplace

AWS Marketplace offers a broad selection of software, data, framework models, and professional services products from vendors that customers trust. AWS Marketplace helps organizations discover, procure, experiment with, and provision third-party software, services, and data. With AWS Marketplace, you can unlock innovation with access to thousands of software listings and improve software governance with streamlined approvals and spend visibility.