# AI Agent Use Case Proposal

## 🎯 Objective

Identify a real-world business problem and outline how an AI Agent can solve it effectively — with measurable outcomes.

## 📝 Instructions

### Use Case: Customer Support

### Define the Problem

Customer support departments often face high volumes of repetitive inquiries, such as password resets, order status checks, and basic troubleshooting. This leads to long wait times, increased operational costs, and low customer satisfaction.

### Propose the AI Agent

The AI Agent will function as an intelligent virtual assistant capable of handling Tier-1 support queries. It will interact with customers via chat and email, understand natural language inputs, and retrieve or update information from internal systems. The agent will also escalate complex issues to human agents with proper context.

### Show the Impact

- Reduced average response time by 60%, leading to improved customer satisfaction scores.  
- Lowered operational costs by 40% due to decreased human agent workload.