

USE CASE · CUSTOMER SUPPORT TEAMS

Triage in seconds. **Answers that stay current.**

How support teams use Neuphlo to triage incoming issues with an agent that reads Intercom, connect tickets to engineering work, and keep a help center that updates itself.

§ Support lives between systems

A support ticket is never just a ticket. It's a question of how many customers are affected, whether engineering already knows, what to tell the customer now, and what to write down so it never gets asked again.

Those four answers usually live in four systems — the helpdesk, the issue tracker, the chat tool and the knowledge base — and a human spends the first twenty minutes of every incident copying context between them. Severity gets guessed, duplicates get missed, and the KB article gets written "later", which means never.

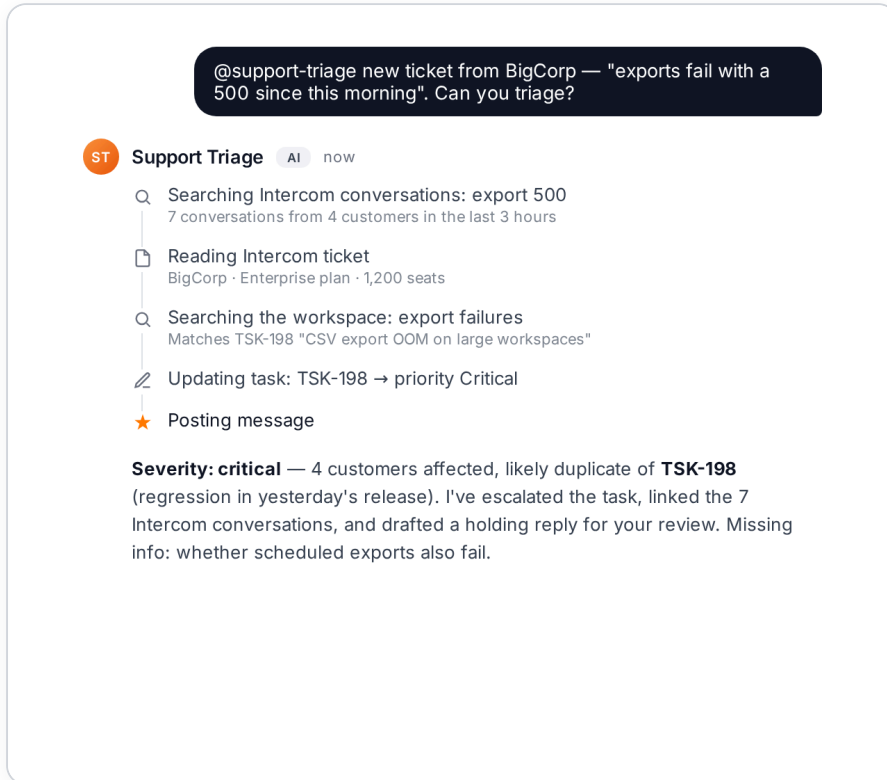
In Neuphlo, the tracker, the conversations and the knowledge base are one workspace, the helpdesk is wired in through the Intercom integration, and a **Support Triage agent** does the first twenty minutes itself.



In this paper: agent-driven triage with live Intercom context, the route from ticket to engineering task, and a help center that gets updated as issues are resolved. Screenshots are taken directly from the product.

§ The first twenty minutes, automated

Mention the triage agent on an incoming issue and it does what your best support engineer would: check who else is affected, check whether it's known, set severity, and say what's missing.



Live triage. The agent searches Intercom conversations, reads the ticket, matches the issue to an existing engineering task, escalates it — and is honest about what it still doesn't know.

The agent's Intercom toolset spans conversations, tickets, contacts, companies, articles and tags — so "4 customers affected, all enterprise" is a looked-up fact, not a guess. Severity comes with reasoning, and the recommended routing makes the next owner obvious.

§ Tickets and tasks, one thread

The expensive failure in support isn't slow replies — it's the gap between support and engineering, where context evaporates.

In Neuphlo the triage agent links Intercom conversations directly to the engineering task, updates its priority, and posts the summary where the team already works. When engineering ships the fix, the same workspace knows which conversations were waiting on it — and who promised the customer an update.

- **Duplicates die early.** Semantic search matches new reports to existing tasks even when the words differ ("export crashes" ≈ "CSV download 500").
- **Escalations carry evidence.** Impact, affected accounts, reproduction notes and linked conversations travel with the task, not in someone's head.
- **Guardrails on outbound.** Anything customer-facing — like sending email — is gated: tools that touch customers default to explicit human confirmation, and owners can tighten thresholds per tool.

AI confidence thresholds

Every workspace-mutation tool has a default confirmation behaviour. Set a threshold to require human confirmation whenever the agent's confidence falls below it — regardless of the tool default. Read-only tools never gate.

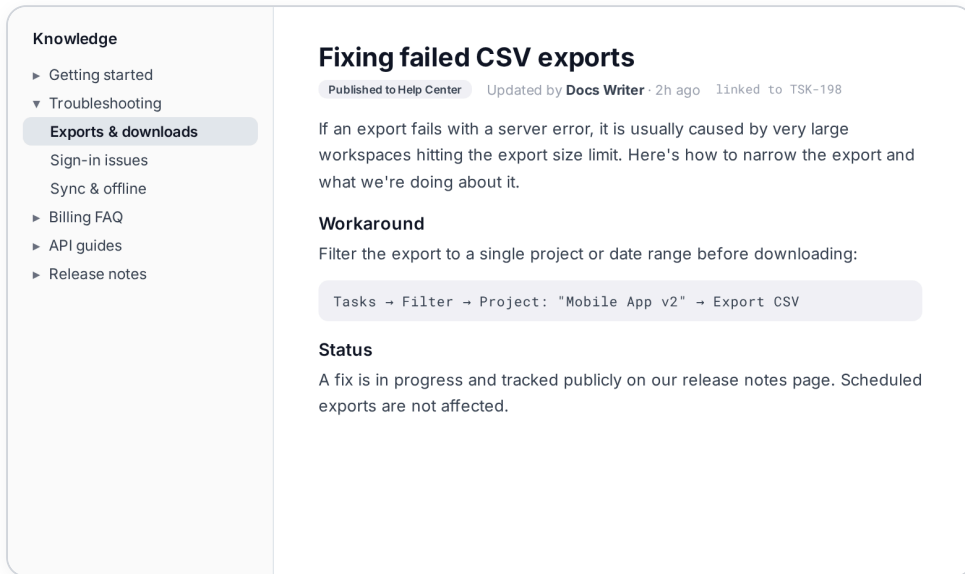
TOOL	DEFAULT	THRESHOLD	
Creating task <code>create_task</code>	No confirmation	0.70	Save · Reset
Updating task <code>update_task</code>	No confirmation	0.80	Save · Reset
Sending email <code>send_email</code>	Always confirm	—	Tool default
Publishing post <code>linkedin_publish_post</code>	Always confirm	—	Tool default
Updating article <code>update_article</code>	No confirmation	0.60	Save · Reset

Restricted to workspace owners and admins.

Platform-level guardrails. `send_email` always confirms; other mutations gate on a per-tool confidence bar set by workspace owners.

§ A help center that updates itself

Every resolved issue is a future ticket prevented — if someone writes it down. In Neuphlo, "someone" can be the Docs Writer agent.



From incident to article. A troubleshooting article drafted by Docs Writer from the resolved task, linked to TSK-198, and published to the public help center.

Knowledge pages live in folders, link to the tasks they came from, and can be published as a **help-center site** on your own domain. The Onboarding Guide pattern works for customers too: agents answer from the KB first, and when they find a gap, they flag it — or draft the missing article themselves.

§ What changes in practice

BEFORE	WITH NEUPHLO
Agent reads ticket, searches helpdesk, asks engineering in chat, guesses severity	Triage agent does the lookup and proposes severity with evidence in under a minute
Duplicate bugs filed for the same outage	Semantic match to the existing task; conversations linked, counts updated
"Known issue" answers typed from memory	KB article drafted at resolution, published to the help center
Status update emails written ad hoc	Drafted by the agent, sent only after human confirmation

Where the humans go

None of this removes the support team — it removes the clerical layer under them. People keep the judgement calls: the angry-customer call, the refund decision, the "is this actually a bug or a feature request" debate. The queue gets quieter because the repetitive 60% is handled before a human opens the ticket.

And because every agent action is logged with its reasoning, a team lead can audit exactly why a ticket was prioritised, matched or answered the way it was.

§ Customer data, handled carefully

- **BYOM.** Customer conversations are processed by the AI provider *you* choose — or a local model on a self-hosted deployment, where nothing leaves your network.
- **EU-ready governance.** Agents carry EU AI Act risk classification, human-oversight kill switches and always-on AI disclosure — relevant when AI touches customer communication.
- **Owner-controlled scopes.** The triage agent reads Intercom; it doesn't get write access to your helpdesk unless you grant it.

§ Getting started

Enable the **Tasks, Conversations and Knowledge** apps, connect the Intercom integration under Preferences > Integrations, and add the Support Triage and Docs Writer agents from the template library. Mention the triage agent on your next incoming issue — and review its first severity call yourself.

In short: Neuphlo turns support from a copy-paste relay between systems into one governed loop — ticket to triage to fix to article — with agents doing the lookup work and humans keeping the relationship.