

# The Future of Customer Service

Jotform AI Agents deliver exceptional customer service, providing real-time assistance, answering inquiries, and guiding customers through processes like form-filling and troubleshooting. The result? Streamlined support processes, faster response times, and seamless customer experiences with 24/7 availability.

## How Jotform AI Agents support organizations



### Standalone AI Agent

Embed an AI Agent directly into your website or app to assist customers whenever they need help.



### Chatbot AI Agent

Embed your AI Agent into your website as an interactive chatbot. Guide visitors and provide immediate assistance to customers and leads.



### Phone AI Agent

Enable 24/7 phone support with a customer service Phone AI Agent that answers calls through a dedicated phone number.



### Voice AI Agent

Let your customers receive quick, accurate answers to their questions by embedding a voice call agent on your website.



### WhatsApp AI Agent

Engage your customers on their preferred messaging platform. Embed your AI Agent into WhatsApp Business.



### SMS AI Agent

Deliver real-time support over text by integrating an AI Agent with your SMS messaging system. Let clients send questions from their phones for an immediate response.



### Email AI Agent

Send emails to your users inviting them to contact agents for assistance. Users can reply directly to the email with their questions, and agents will respond within the same email thread.

# Jotform AI Agents at a glance

## Who can benefit from using Jotform AI Agents?

Organizations like small businesses, enterprises, educational institutions, and healthcare providers use AI Agents to automate customer support, simplify appointment scheduling and payment collection, and manage complex workflows.

Individuals, including entrepreneurs, freelancers, and healthcare professionals, can use AI Agents to automate repetitive tasks, manage appointments, and effectively engage clients. AI Agents deliver tailored solutions, whether you need to scale your operations or simplify personal workflows.

## What can Jotform AI Agents do?

AI Agents can revolutionize how you connect with your customers, clients, and community. AI Agents complete tasks autonomously, allowing employees to delegate specific tasks to AI Agents so they can spend time on other, more strategic duties. Teach your AI Agent to respond to certain triggers with specific actions or workflows. Build a knowledge base for your AI Agent using a website URL, uploaded files, or an FAQ list.

AI Agents can also identify trends and patterns in data, providing better data analysis. They can help organizations manage costs by improving processes, automating manual tasks, and minimizing human error and duplicated work.

## When can Jotform AI Agents be used?

AI Agents are available 24/7 to respond instantly to user inquiries, delivering accurate, on-demand assistance through a variety of channels.

## How do Jotform AI Agents provide support?

Our AI Agents ensure consistent, high-quality support wherever your customers are located, at any time of day.

## Why were Jotform AI Agents created?

AI Agents were created to further Jotform's commitment to streamlining workflows and boosting efficiency through automation. With AI Agents, your employees can spend less time on routine activities and more time on high-level tasks that will better benefit your organization.

## Data security features

For details on security and privacy aspects of Jotform AI Agents, visit our [security page](#).

