

2026 PLAYBOOK

Top AI Agent Use Cases for Customer Service

From reactive chatbots to agents that actually get things done.

25-40%

tickets auto-resolved

< 1 min

first response time

30%+

cost per contact drop

Your support team is hitting a wall.

*And your chatbot
is not the fix.*



Ticket volumes keep climbing



Customers expect 24/7, instant answers



Agents give different answers every time



Cost-per-contact climbs with every hire

Scripted bots answer questions. AI agents resolve them.

Not a chatbot. An agent.

The difference isn't the interface. It's what happens after the message.

Legacy Chatbot

- Predefined flows only
- Single-step responses
- No system access
- Breaks outside the script
- Hands off to humans constantly

AI Agent

- Understands intent in natural language
- Multi-step task execution
- Live access to CRM, ERP, billing
- Handles edge cases within policy
- Escalates only when truly needed

15 agents. 5 industries. Real outcomes.

Every agent below connects to live systems and takes real action.

E-Commerce

- Order Resolution
- Returns & Refunds
- Post-Purchase Mods

SaaS

- Subscription Lifecycle
- Account Access
- Usage Intelligence

Banking & Fintech

- Transaction Inquiry
- Dispute Initiation
- Card Services

Telecom

- Outage Response
- Plan Migration

Travel & Insurance

- Booking Modification
- Claims Intake
- Appointment Coord.

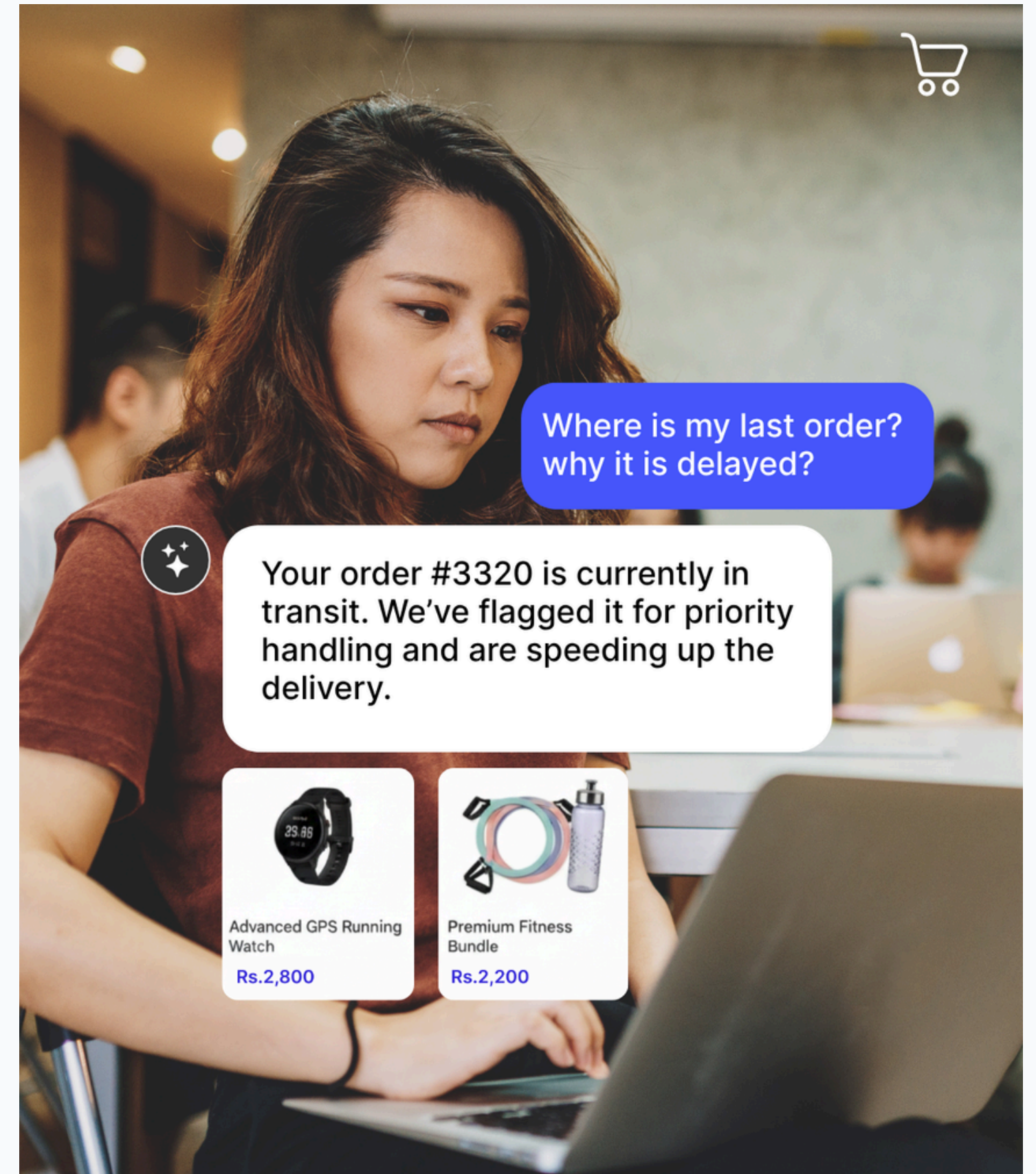
Order Resolution Agent

Customer says: "Where is my order? It was supposed to arrive yesterday."

What the agent does:

- 1 Checks ERP for live shipment status
- 2 Retrieves carrier tracking ID
- 3 Detects SLA breach flag
- 4 Updates CRM timeline & logs to Freshdesk
- 5 Sends tracking link + apology email

Result: Resolved in <45 seconds. No human needed.



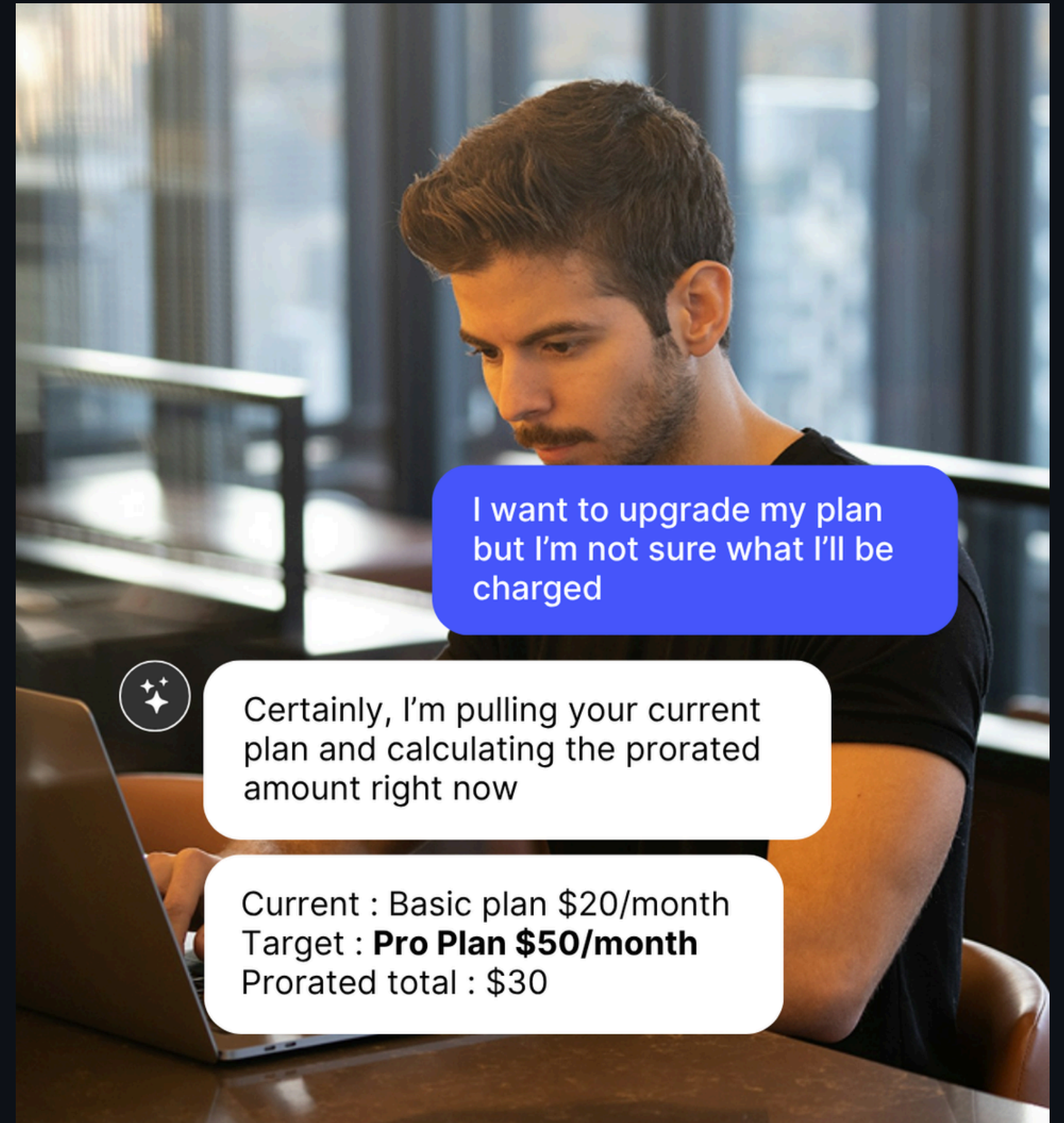
Subscription Lifecycle Agent

Customer says: "I want to upgrade my plan but I'm not sure what I'll be charged."

What the agent does:

- 1 Pulls current plan from CRM
- 2 Calculates prorated billing amount
- 3 Presents upgrade options with cost clarity
- 4 Updates billing platform on confirmation
- 5 Modifies product entitlements instantly

Result: Upgrade done in one conversation. Zero tickets.



Dispute Initiation Agent

Customer says: "I don't recognise this charge on my statement."

What the agent does:

- 1 Retrieves transaction from core banking system
- 2 Checks merchant data and transaction metadata
- 3 Collects required dispute details conversationally
- 4 Creates structured case in disputes management system
- 5 Triggers compliance audit trail

Result: Dispute filed in 3 minutes. Full audit log created.



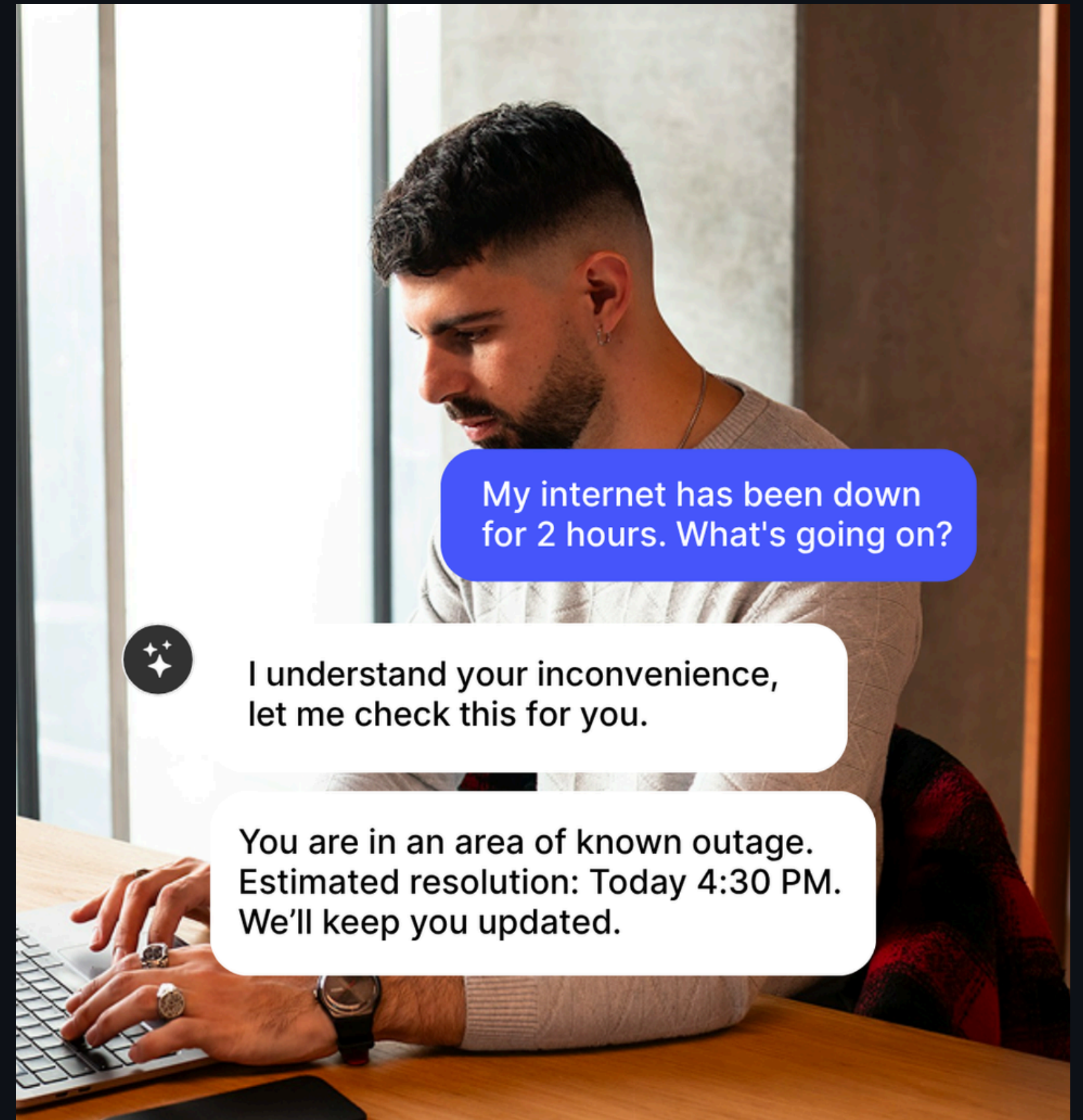
Outage Response Agent

Customer says: "My internet has been down for 2 hours. What's going on?"

What the agent does:

- 1 Correlates customer location with network map
- 2 Checks active outage registry in NOC system
- 3 Confirms outage scope and estimated resolution time
- 4 Creates service ticket with priority flag
- 5 Updates CRM and notifies customer proactively

Result: Customer informed instantly. No hold queue, no callbacks.



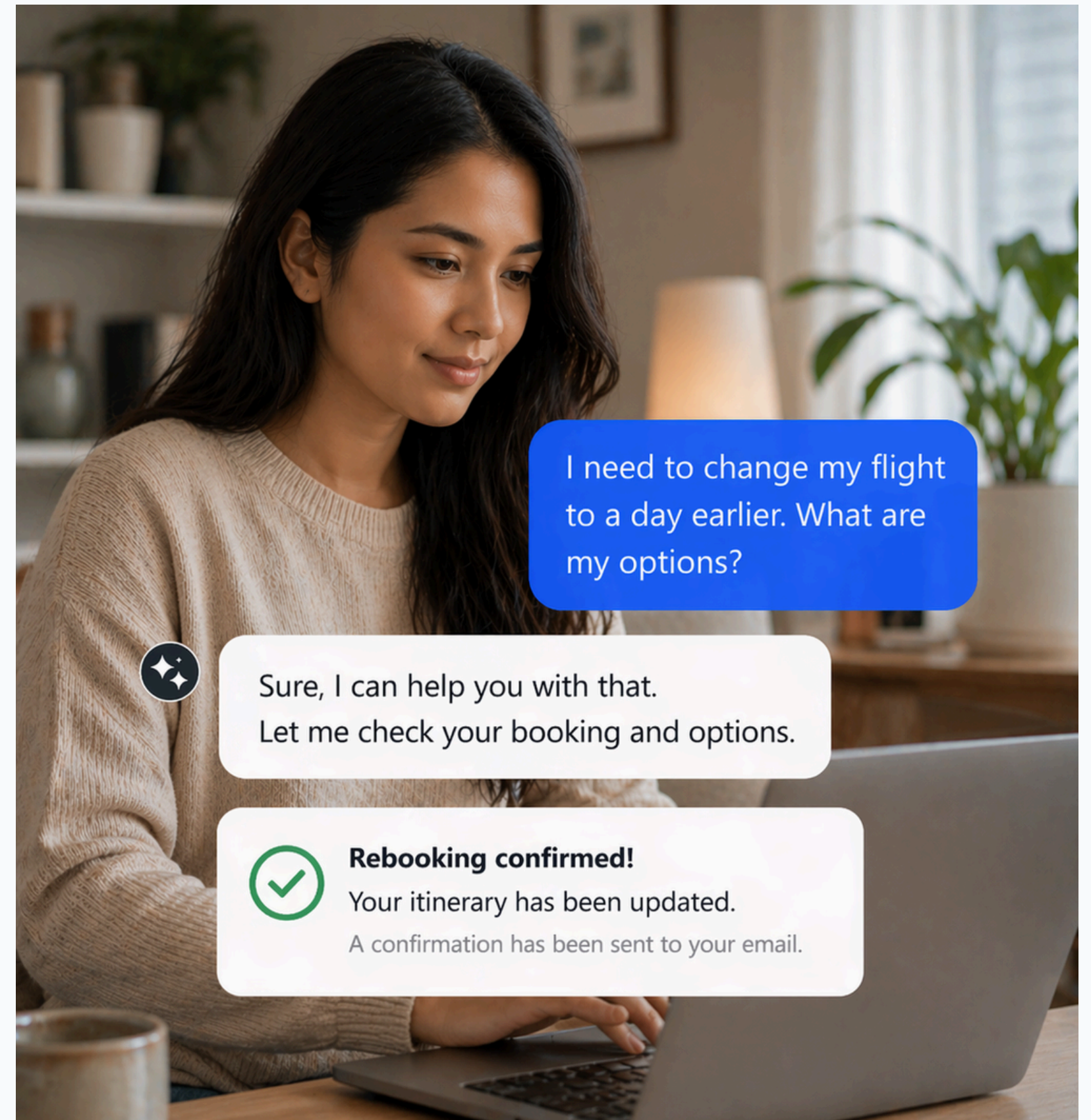
Booking Modification Agent

Customer says: "I need to change my flight to a day earlier. What are my options?"

What the agent does:

- 1 Retrieves booking from reservation system
- 2 Checks fare rules and change fee policy
- 3 Surfaces available options with price difference
- 4 Processes rebooking on customer confirmation
- 5 Updates itinerary in booking system

Result: Rebooking completed without a phone call.



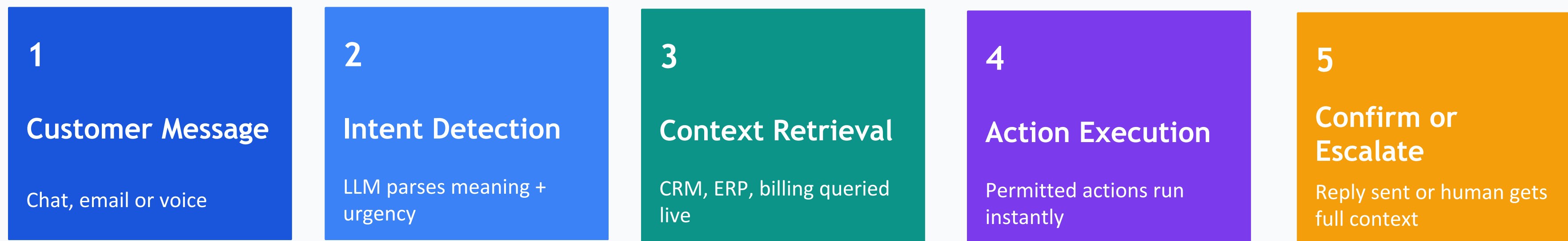
All 15 use cases at a glance

Every agent here is deployable today. No custom dev required.

E-Commerce	SaaS	Banking	Telecom	Travel / Insurance
Order Resolution	Subscription Lifecycle	Transaction Inquiry	Outage Response	Booking Modification
Returns & Refunds	Account Access	Dispute Initiation	Plan Migration	Cancellation & Refund
Post-Purchase Mods	Usage Intelligence	Card Services		Claims Intake
				Appt. Coordination

One message. A whole workflow.

Here's what happens inside an AI agent from intent to resolution.



No code required to build. No engineering sprint to deploy. No ticket to IT.

Where does your team sit today?

Answers from a knowledge base. Breaks outside the script.

You're leaving 80% of the value on the table.

Single-system actions — orders, resets, refunds within policy.

Good start. Expand into multi-step workflows.

Multi-system workflows, proactive comms, human oversight built in.

This is where cost savings and CSAT gains compound.

Level 1

FAQ Bot

Level 2

Transactional Agent

Level 3

Agentic Orchestrator

Your support team deserves agents that actually get things done.

DronaHQ Agents lets you build, deploy, and govern AI agents across CRM, ERP, billing, and helpdesk — without writing a single line of code.

[See a live demo](#)

Watch it handle a real query

[Start free pilot](#)

Deploy your first agent in a day

[Talk to the team](#)

Get a custom use case mapped

"In our pilot, the agent resolved 38% of tickets with zero human involvement on day one." — Head of CX, Series B SaaS company