

Northform (B2B SaaS)

SaaS · Customer Support | RAG Team-Member Agent for Support

5x resolutions and 92% fewer errors without adding headcount

THE CHALLENGE

Support team drowning in tickets. Answers lived across Notion, Intercom macros, and engineers' heads.

OUR APPROACH

- Audit mapped every ticket category and where answers actually lived
- Deployed a RAG agent trained on docs, macros, and past tickets
- Agent drafts every reply; humans review, edit, and send
- Escalation logic auto-routes edge cases to engineering

BEFORE

Tickets / agent / day	34
First-response time	4h 15m
Errors per 100 replies	12
Same-day resolution rate	38%

AFTER SCALIX

Tickets / agent / day	170
First-response time	2 min
Errors per 100 replies	1
Same-day resolution rate	94%

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5x resolutions, 92% fewer errors, and our senior support folks finally get to work on the hard stuff.

— Head of Support, Northform