

Aix Virtual Assistant (AVA) Chat

Intelligent Support Platform for Engineers and End-Users

REQUEST A DEMO · 30 MIN · NO SLIDE DECKS

Ready to Transform Your Support Experience?

AVA Chat is designed to plug into your existing workflow and make an immediate impact from day one. Reach out to schedule a personalized demo and see the platform in action.

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AVA Chat is a secure, enterprise-grade live chat platform purpose-built for IT managed service providers and support organizations. We ship it to our own clients before we ship it to yours. **Instant ticket history dashboard. Automatic ticket creation, note taking, and time entry. Real value for your support team.**

01 · SIMPLER

100%

Automatic ticket creation

02 · FASTER

3×

Faster issue logging

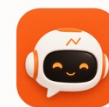
03 · HAPPIER



Customer satisfaction

— THE PROBLEM

Who Needs AVA Chat?



IT managed service providers run complex support operations across dozens of clients — each with different environments, ticket histories, and SLA expectations. Most bolt-on chat solutions do nothing more than record a conversation and leave your team to do the real work manually: creating the ticket, finding the right engineer, logging time, and updating the client.

AVA Chat was purpose-built for MSPs. It integrates natively with your Professional Services Automation (PSA) system — starting with Autotask — and automates the entire support workflow from the moment a user types their first message. The ticket is written. The engineer is assigned. Time is logged. Status is updated. All without leaving the chat.

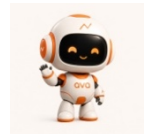
AVA Chat eliminates the operational overhead between conversation and resolution — so your engineers spend less time on admin and more time fixing problems.

— THE PLATFORM

Meet AVA.

Aix Automation Chat connects your end-users directly with your support engineers in real time — eliminating the bottlenecks, repetitive ticket entry, and information loss that plague traditional email and phone-based support channels.

Unlike generic chat tools, AVA is designed around the workflows IT teams actually use. It integrates natively with your existing PSA system, automatically creates and updates tickets, allows engineers to log time inside the chat, and gives administrators full oversight — all in one secure, modern platform.



01 · ENGINEER, ADMIN & MANAGER FEATURES

Engineer, Admin & Manager Features

Full control. Complete visibility. Zero guesswork. Tools your team actually uses, built into the chat surface — not bolted on after the conversation closes.

- 01**  **Automatic Ticket Creation & Categorization**
Every chat session automatically generates a support ticket in Autotask or your PSA system. Tickets are categorized intelligently based on issue type, priority, and team — ensuring nothing falls through the cracks. No manual entry, no missed issues, no duplicate records.
- 02**  **Instant Access to Full Ticket History**
When a user opens a chat, agents immediately see that user's complete ticket history and related issues across the organization. Full context is available from the first message — engineers diagnose faster, not while the customer waits.
- 03**  **In-Chat Time Tracking**
Engineers log billable and non-billable time directly inside the chat window once a session closes. Time is captured accurately at the moment work occurs — no end-of-day guessing, no context-switching to a separate PSA entry screen.
- 04**  **Seamless Chat Transfer Between Agents**
Need to escalate or hand off? Agents transfer live chats to any team member while preserving the complete conversation thread. The receiving agent is immediately up to speed — no re-explaining, no lost context, no frustrated end-users.

05



Enterprise-Grade Security Architecture

Built security-first: secure web application architecture, authenticated chat sessions, and session integrity controls prevent unauthorized access and session hijacking. Your client data stays protected at every layer.

06



Role-Based Admin Supervision & Oversight

Administrators monitor live chats in real time with granular role-based access controls. Managers can observe team activity, enforce quality standards, and intervene when necessary — all without disrupting the active agent-user conversation.

02 · END-USER & EMPLOYEE FEATURES

End-User & Employee Features

Simple. Fast. No learning curve required. Designed for the person on the other end of the ticket — the one who just wants the problem fixed.

01



Live Chat with a Real Engineer

Users connect directly with a live support engineer — no bots pretending to be human, no frustrating automated menus. AVA gathers initial issue details so the agent can jump straight into remediation. Real help, in real time.

02



Describe Your Issue Once — and Only Once

When a user opens a chat and describes their problem, that description is automatically carried into the ticket and surfaced to the agent. Users never repeat themselves. The information travels with them, every time.

03



Document & File Uploads Within Chat

Users attach screenshots, error logs, documents, and files directly within the chat window. Agents receive exactly what they need to diagnose and resolve the issue — faster, with fewer back-and-forth messages.

04



Queue Position & Estimated Wait Time

No more wondering "am I next?" Users see their live queue position and an estimated wait time, so expectations are set from the moment they connect. Transparency reduces frustration before the conversation even starts.

05



Automatic Ticket Number for Follow-Up

When a chat session closes, the user automatically receives a ticket number they can reference for any follow-up. No searching through email threads, no uncertainty — their issue is tracked and retrievable.

06

**Post-Chat Agent Rating**

After each session, users are invited to rate their support experience with a simple feedback prompt. This built-in mechanism helps managers identify top performers, spot coaching opportunities, and track satisfaction trends over time.

07

**Custom Welcome Message & Disclaimer**

The chat window opens with a personalized welcome message and any required disclaimer, tailored to match your organization's voice, policies, and brand. First impressions matter — AVA makes them count.

03 · ON THE ROADMAP

On the Roadmap

Coming soon. We're constantly building — here's what we're shipping next.

01

NinjaRMM Integration — One-Click Remote Access

Engineers pull the end-user's computer name automatically via NinjaRMM, or receive a direct remote access link within the chat. One click — connected. Eliminates the back-and-forth of locating and launching a remote session separately.

02

Guided Issue Triage — Smart Pre-Chat Questions

Before connecting to a live agent, an intelligent Q&A flow gathers key issue details and suggests common troubleshooting steps. Agents arrive at solutions faster; users feel heard before the chat even begins.

03

Agent Performance Analytics Dashboard

A dedicated reporting dashboard gives managers insight into chat volume, resolution times, agent ratings, and satisfaction trends — all in one view, without exporting to a spreadsheet.

04

Proactive Notifications & SLA Alerts

Automated alerts fire when chats exceed wait thresholds or SLA windows are at risk. Managers can intervene before a customer experience issue becomes a complaint or a breach.

05

Mobile-Optimized Chat Experience

A fully responsive chat interface optimized for mobile devices lets end-users reach support from any device, anywhere — no app install required.

06

Expanded PSA & Ticketing Integrations

Future releases extend native integrations beyond Autotask to ConnectWise, HaloPSA, and additional PSA platforms — broadening compatibility for the full MSP ecosystem.

