



[DATASHEET](#) · [SUPPORT](#) · [HELPDESK AI](#)

Customer requests scattered across three channels?

From now on, your customer service runs as one.

Helpdesk AI connects the customer portal, website chat and phone with your knowledge base. The Conversation Agent answers questions in chat and on the phone, open requests become tickets, and Ticket Copilot drafts the replies for your team.

AT A GLANCE

Tickets with SLA per priority, a customer portal in 21 languages, a dashboard with six key figures and a copilot in every ticket. Your team sends the ticket replies.

01 · WHAT IT IS ABOUT

Three channels, three problems. Now everything works together.

On the website, a visitor asks about the warranty; on the phone, someone wants to change a delivery address; in the portal, a complaint is waiting. With Helpdesk AI, the Conversation Agent answers the standard question from your knowledge. Everything else reaches your team as a ticket with history.

CHANNELS

Customer portal, website chat and phone, plus email notices to customers and team

KNOWLEDGE

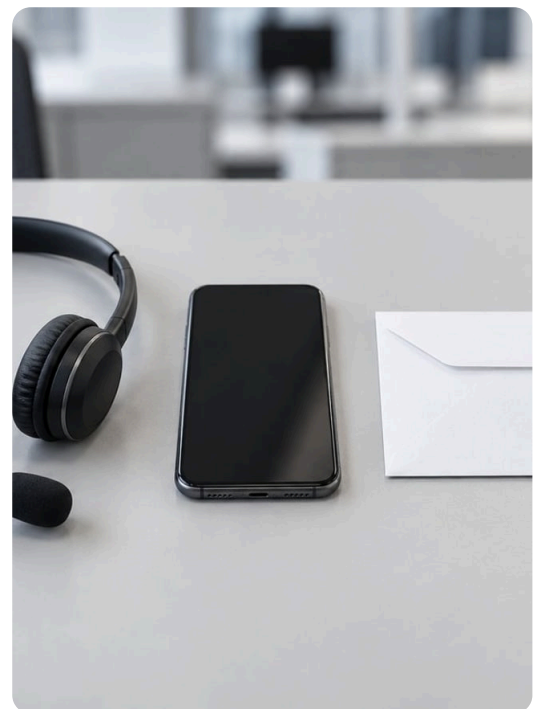
Articles, FAQs and website sources from
 Knowledge Base AI
 for the agent and the copilot

AGENTS

Conversation Agent for chat and phone, Ticket Copilot for reply drafts

ACCESS

Web app under
 Helpdesk AI › Dashboard
 and
 Conversation AI › Conversation Agents
 , your customers in the customer portal



Ticket overview

All tickets with status, priority, assignment and filters under
 Helpdesk AI › Ticket overview . Bulk actions change many tickets at once.

Customer portal

Customers open and follow their tickets and sign in with a link instead of a password. You set the logo, colors and portal name.

Website chat and phone

The Conversation Agent answers from your knowledge bases. Open requests become tickets via "Send request" or an SMS link.

Ticket Copilot

In every ticket, the copilot in the PaperOffice Agent side panel summarizes the thread, suggests tags and drafts replies in the customer's language.

SLA and notifications

Response and resolution time per priority within your business hours. An email reports new tickets to up to 10 team addresses.

Dashboard

Six key figures such as Overdue and Unassigned, a 7-day trend, team workload and top risks, each one click away from the tickets.

02 · HOW IT WORKS

Arrive, hand over, answer. One path for every request.

Helpdesk AI is how the support modules work together. This is how a request travels from first contact to the reply.

1

Questions come in

Customers write in the portal, in the website chat or call. The Conversation Agent answers chat and phone from your knowledge base.

2

Open issues become tickets

In the chat, the visitor leaves an email address; on the phone, the caller gets an SMS link. The ticket includes the conversation history.

3

The team replies

Under [Helpdesk AI › Ticket overview](#), the team lead assigns the ticket, the copilot drafts the reply on instruction, and your team reviews and sends it.

4

The customer reads it in the portal

An email notice signs the customer in to the portal. [Helpdesk AI › Dashboard](#) shows how support is doing overall.

TECHNICAL DATA

FEATURE	DETAILS
Building blocks	Ticket system, customer portal, Ticket Copilot, dashboard, HelpDesk Users ; Conversation Agent for chat and phone
Intake channels	Customer portal (sign-in or form), website chat, phone via SMS link or callback request
Knowledge sources	Knowledge bases from Knowledge Base AI ; the public agent and the copilot have no access to workspace documents
Languages	Customer portal in 21 languages, copilot drafts in the customer's language
Settings	Helpdesk AI › Settings : customer portal, appearance, ticket numbers, SLA, notifications
Plan	Helpdesk AI from the Plus plan; website chat and phone with Conversation AI from Professional

03 · IN PRACTICE

Shop, software, services. One support for every channel.

An online shop with warranty questions

The website chat answers the warranty question from the matching article. If the customer also wants to change the delivery address, they send a ticket with the chat history via "Send request".

A software company with a hotline

The Conversation Agent takes calls and answers standard questions. For a support issue, it sends an SMS link, and the ticket lands in the ticket overview.

A service provider with a portal

Customers report issues in the portal with your logo. The team lead sees overdue and unassigned tickets on the dashboard and distributes them within the team.

FREQUENTLY ASKED QUESTIONS

What is part of Helpdesk AI?

Dashboard, ticket overview, HelpDesk Users, settings with the customer portal and SLA deadlines, and Ticket Copilot. The Conversation Agent from Conversation AI adds website chat and phone.

Which channels turn into tickets?

The customer portal and public form, the website chat via "Send request" and the phone via the Conversation Agent. By email, your customers receive sign-in links and reply notices.

Do the agents answer automatically?

In the website chat and on the phone, the Conversation Agent answers on its own, from your knowledge base. The copilot drafts ticket replies, and your team sends them.

Which plan do I need?

Helpdesk AI is included from the Plus plan. For website chat and phone, add Conversation AI, included from the Professional plan.

GET STARTED

Bring your channels into one support desk.

Sign in to your PaperOffice account, set up your customer portal under **Helpdesk AI > Settings** and connect website chat and phone under **Conversation AI > Conversation Agents**.

paperoffice.ai/en/ai-helpdesk-ai-helpdesk-customer-service-support-ticketing



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-helpdesk-ai-helpdesk-customer-service-support-ticketing

PRICING

paperoffice.ai/en/pricing

CONTACT

paperoffice.ai/en/contact