



The AI Customer Support Agent



DECAGON

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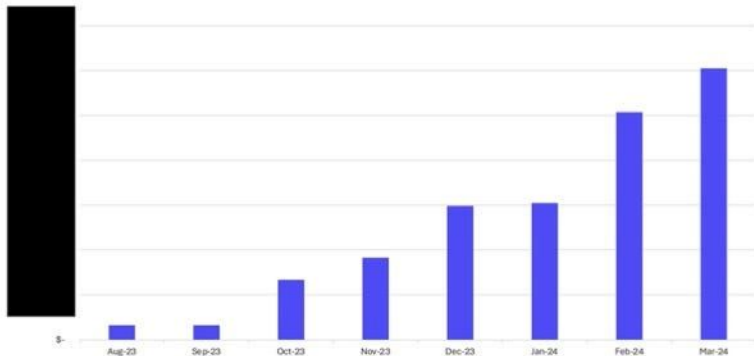
Months

\$[REDACTED]m

ARR



Customers



eventbrite



RIPPLING

BILT 



Webflow

 substack

ITALIC

Raise



Vanta

Why are we winning?

- We capture business logic better than anybody else
- That's the difference between 20% and 90% resolution – chatbot vs agent
- We continually learn from agent responses and feedback
- **Result**: We've been baked off many times and won every time

Why will we keep winning?

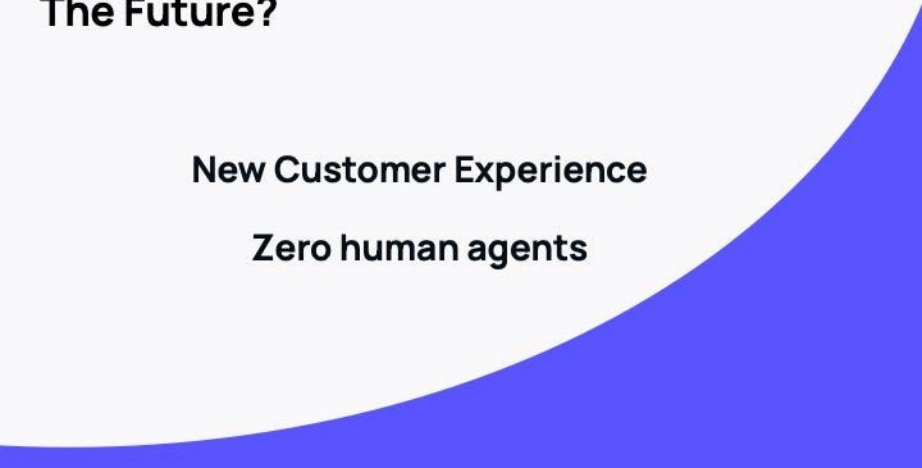
- Business logic is incredibly sticky
- Human-level feedback
- Analytics and deep dives
- Integrations with workstreams



The Future?

New Customer Experience

Zero human agents

A large, solid blue shape that curves from the bottom left towards the top right, resembling a stylized wave or a rising curve, occupying the lower half of the slide.



Jesse Zhang, CEO



Prev. founder of Lowkey (acq Niantic)

USA Math Olympiad Winner



Ashwin Sreenivas, CTO



Prev. founder of Helia (acq Scale)

International Science Olympiad Winner

Case Study: Substack

- [REDACTED] resolution rate
- [REDACTED] Customer Satisfaction
- [REDACTED] agent headcount saved = \$[REDACTED]
- Significant value creation with new customer experiences
- Fully conversational cancellation/refund flows

You guys are killing it.
Decagon is working
amazing over here.
Thanks for making it
happen.

Chris Best
CEO, Substack

Case Study: BILT

- [REDACTED] resolution rate
- [REDACTED] Customer Satisfaction
- [REDACTED] hours saved per month
- [REDACTED] agent headcount saved = \$ [REDACTED]
- Step function improvement in user experience and feedback

Working with Decagon has been nothing short of phenomenal. The team has taken our extremely complicated data and created a tool that allows our customers to seamlessly receive help across our business.

Thatcher Foster
VP Client Solutions



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