



Ebbot launches Email agent for intelligent ticket automation

Stockholm, March 3 – Ebbot launches Email agent together with a new agentic workflow builder, expanding its AI platform for service operations. The Email agent enables organizations to automate the service work associated with email and ticket handling.

Ebbot is best known for its chat agents used by organizations in both customer service and internal support functions such as HR and IT. Now, with the introduction of Email agent, Ebbot brings the same principles of confidence, control, and service quality to email and ticket handling. While email remains one of the most business-critical channels in service operations, it is also one of the most resource-intensive.

"We have proven how AI can manage conversations in chat. With the Email agent, we are applying that experience to structured email case handling in a way that organizations can control and scale responsibly," says Mikael Eriksson, CTO and co-founder of Ebbot.

The Email agent operates directly within existing service management platforms. Organizations can choose the level of automation that fits their service processes, risk profile, and operational readiness when using the Email agent. It ranges from AI-assisted response generation and

summarization, automated categorization and triage, to full automation where the agent leverages other systems to fully resolve cases.

Unlike AI features embedded within service management platforms, the Email agent isn't limited to one system. It operates as a system-agnostic automation layer that integrates across the service stack. This allows it to follow internal processes, respect escalation structures, and use live case and customer data to determine the appropriate action to take.

"By applying AI as an independent layer, organizations avoid the limitations that arise when automation is tied to a single tool. This gives the AI better conditions to make the right decisions and remain effective even as companies evolve their processes and workflows," Eriksson adds.

Powering the Email agent is the company's proprietary AI engine, EbbotGPT. It enables organizations to run the AI model best suited for their needs, including Ebbot's service-tuned models. These models are EU-sovereign and designed for organizations that strive for service excellence while operating under strict data and compliance requirements, such as the AI Act and GDPR.

"Automation in service operations must be introduced responsibly. AI should support teams first, then automate where it is safe and predictable. That balance between efficiency and control is central to how we design both the platform and the Email agent," Eriksson adds.

The Email agent represents the first solution built in the new agentic workflow builder. Additional agentic use cases are planned as Ebbot continues to expand AI automation across service operations.

About Ebbot

Ebbot is an AI platform built for service operations. It enables organizations to deploy and scale AI agents with confidence and control. Ebbot operates as an independent AI engine on top of existing systems. It orchestrates AI agents and delivers insights across service channels and backend systems. Today Ebbot serves clients across industries such as telecom, public sector, real estate and finance.

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