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AIX TRAINING GUIDE 10 OF 15 · FREE

Running Customer Support With AI
Fast Answers, A Calm Inbox

Set up AiX Support Desk so customers get a real answer in seconds, every ticket arrives sorted with a reply drafted, and support runs in a short daily routine.

Kevin Fahey · ResultsAiX.com

Support is where customers decide whether they trust you. A fast, friendly, correct answer turns a worried buyer into a fan, and a fan buys again and tells their friends.

The trouble is time. The same twenty questions arrive every week: where is my key, how do I install it, can I move it to a new site, I never got the email. Answer them by hand and support eats your mornings. Answer them with a canned bot and customers feel brushed off.

This guide shows you the third way, the way I run support on my own business. Your AI answers first, from your own knowledge, in plain words. Every ticket that needs a person lands in an inbox that says whose turn it is, with the customer's history beside it and a reply already drafted. You read, adjust and press Send. Customers get speed, you keep the human touch, and support takes minutes instead of hours.

Every screenshot is a real AiX Support Desk screen.

What you will have by the end of this guide

- AiX Support Desk installed, set up and answering from your own knowledge
- A knowledge base with 15 starter articles that cover most of what customers ask
- A contact page that answers first and hands over to you with the context attached
- Saved replies, a reply style guide and a daily and weekly support routine
- A clear view of what the AI costs on your own key, and how to keep it in check

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PART 1

How AI Support Works

AiX Support Desk is a complete helpdesk that runs inside your own WordPress. Tickets, contacts, messages, your knowledge base and the AI's log all live in your own database. In your admin it appears as the **AiX Support** menu.



▶ **Watch the video**

AiX Pulse + Support Desk: See Who's On Your Site And Talk To Them

The idea behind it is simple: **answer first, then hand over well.** Here is the journey of one customer question:

They Ask	AI Answers	Sorted	Drafted	You Send
on your contact page, by email or in a chat	from your own help centre, in seconds	a ticket gets a category, mood, priority and product	the AI writes a reply from your knowledge and their history	read it, adjust it, press Send

Most questions end at step two: the customer types what is happening, reads the answer, presses That sorted it, and no ticket is ever created. The ones that do become tickets arrive already sorted and drafted, so your part is reading and sending, not researching and typing.

Where Tickets Come From

Tickets arrive from five places: your contact page, your support mailbox (the desk reads it every five minutes and threads replies onto the right ticket), the customer's own **My Tickets** page, chats on your pages when someone asks for a person, and the Import screen, which brings across your history from your current helpdesk or a CSV file.

The Three Rules That Make It Work

- **It answers from your knowledge only.** The AI writes from your articles, files, pages and plugin guides, and lists the sources. When your knowledge does not cover a question, it says so and passes it to you.
- **You decide how far it goes on its own.** Four switches and one confidence score set what it sorts, drafts and sends. Most people start with drafts only and read a week of them first.
- **It runs on your own AI key.** Claude, OpenAI or Gemini, paid directly to the provider at their own rate, with a monthly limit you set.

> **A full helpdesk with or without AI**
>
> Every helpdesk feature works with no AI key at all: tickets, the inbox, the knowledge base, the customer pages, saved replies and analytics. The AI adds the answering, sorting and drafting on top.

PART 2

Set Up In One Sitting

You can have the desk answering customers in about an hour. Install it the same way as every ResultsAiX plugin: Plugins, Add New, Upload Plugin, choose the zip, Activate. Open the **AiX Support** menu, paste your licence key and click Activate. The desk's own menu runs across the top: Dashboard, Needs you, Tickets (with the Inbox, Contacts, Macros and Import), Knowledge Base, Chats, Analytics, Settings and Help (with Training, Diagnostics and the Setup Wizard).

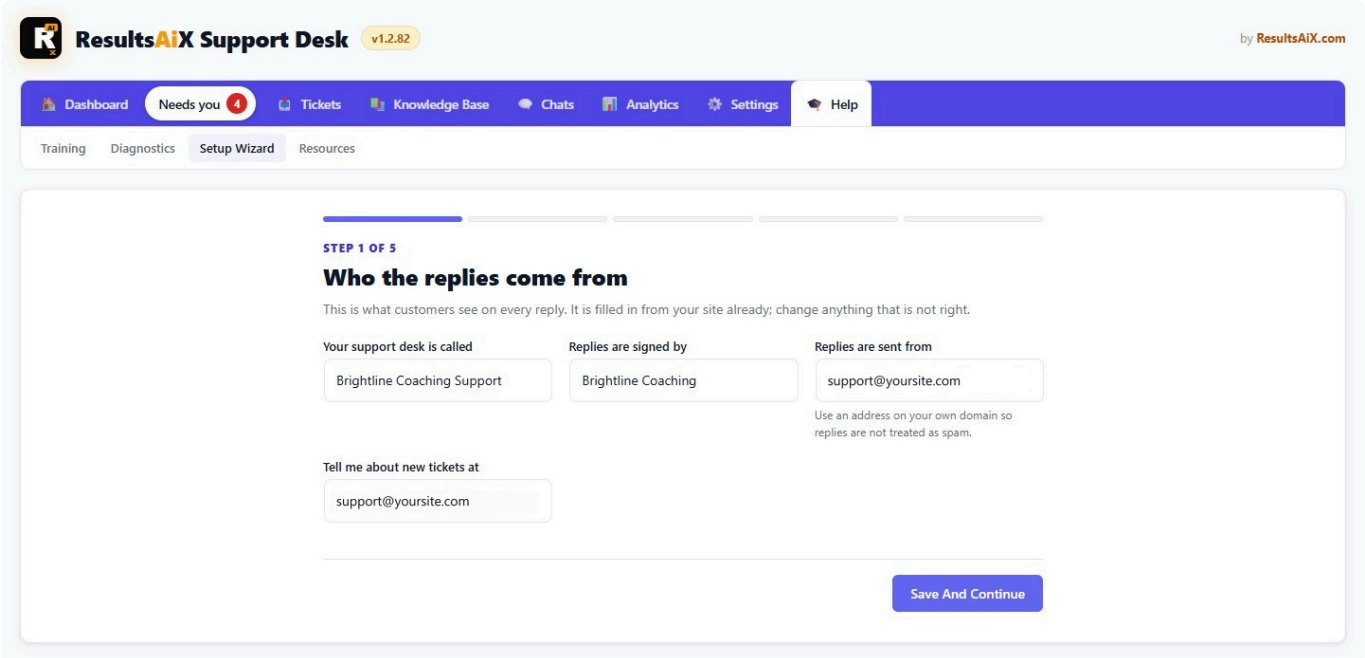


▶ Watch the video

AiX Support Desk: Importing Your Tickets

The Setup Wizard, Step By Step

A new install opens the Setup Wizard for you. It has five steps and fills in most of the answers from your site.



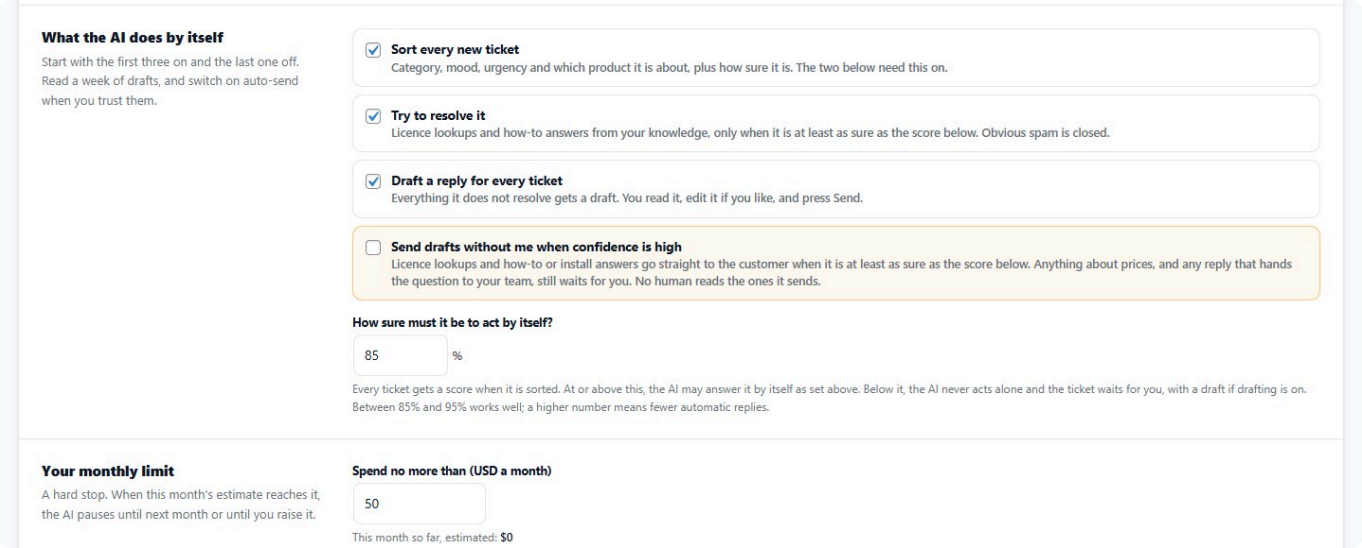
The Setup Wizard fills in most answers for you

The five steps are: **Who the replies come from** (your desk name, signature, sending address and alert address), **Switch on the AI** (paste a Claude, OpenAI or Gemini key, or press **Use This Key** on one another ResultsAiX plugin already holds), **What we found on this site** (every ResultsAiX plugin and sales feed it recognised, already switched on), **Where your customers go** (your contact page, My Tickets page and help centre) and **See it work**, which sends you a real test ticket and its two emails.

The wizard ends on a checklist of what is done. You can run it again any time from Settings. Running it again changes nothing you have saved: every step shows its current settings, and **Skip this step** leaves a step exactly as it is.

Connect Your AI And Set How Far It Goes

Open **Settings, AI**. Each service has a card with a **How to get your key in 60 seconds** drawer and a **Save And Test** button that sends that service a tiny test and shows the model that answered. Choose a main service and a backup: if the main one is busy or out of credit, the backup answers.



Decide how far the AI goes on its own

Then set the four switches under **What the AI does by itself**. Start the way the screen recommends: **Sort every new ticket**, **Try to resolve it** and **Draft a reply for every ticket** on, and **Send drafts without me when confidence is high** off. Read a week of drafts, then switch auto-send on once they have earned your trust.

How sure must it be to act by itself? is a percentage, 85% by default. Between 85% and 95% works well. A higher number means fewer automatic replies and more drafts for you. Some replies always wait for you whatever you set: every question asked before a purchase, anything about prices, and any reply that hands the question to your team.

Your monthly limit is a hard stop on AI spending, 50 USD a month by default. Tickets keep arriving normally if it is reached; only the AI pauses until next month or until you raise it. Part 10 shows what the AI really costs.

Choose Your Models

Under **Which models** you pick a model for three jobs, read live from your provider so new models appear the day they launch: **everyday replies** (a Sonnet model by default on Claude), **sorting**, which runs on every ticket so a fast Haiku model keeps it quick, and **hard tickets**, where an Opus model is used by itself for urgent, upset, billing or long tickets, and on demand with Draft With Hard Model.

Send Your Support Email From Your Own Domain

In **Settings, Email** choose **My own sending service** and click your provider: the details fill themselves in, and you add the username and password the service gave you. This is the single biggest step for getting support replies into the inbox. Press **Send A Test Email** and the screen tells you plainly what the mail server answered. Add your logo and colour under How your emails look, and every confirmation, reply and alert carries your brand. Guides 2 and 3 cover choosing and setting up a sending service.

> **Tip**
>
> Give the desk your products in **Settings, Products**: a name, a short code, one line about it, how you describe the price and the page address. The short code drives sorting and your reports, and the other fields are what support may say about a product. Products the desk found in your sales and plugins are offered as one-click suggestions.

Support That Answers First

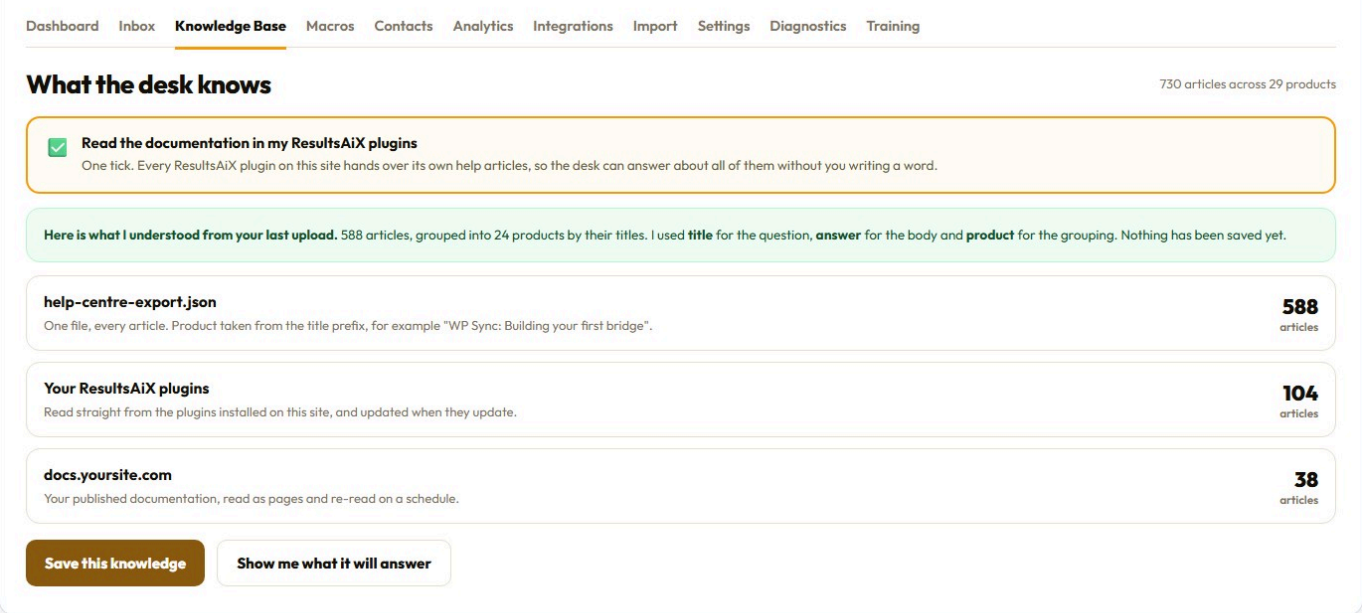
See AiX Support Desk in action: the contact page that answers, the inbox that says whose turn it is, and drafts waiting on every ticket.

See AiX Support Desk →

PART 3

Your Knowledge Base

Your knowledge base is the brain of the whole desk. One index does three jobs at once: it answers visitors on your help page and contact page, it suggests articles while someone types a ticket, and it grounds every reply the AI drafts. Write an answer once and it works in all three places.



Everything the desk knows, in one place

Six Ways To Teach The Desk

Open the Knowledge Base tab. Under **Teach The Desk What You Know** there are six tabs, and you can use all of them together:

Source	What It Reads	Best For
Upload files	Word (.docx), text, Markdown, saved web pages, CSV spreadsheets and JSON, up to 20 MB each. Upload a file with the same name to replace it.	FAQs and guides you already wrote
A web address	Any page or online document, read again every day if you leave the box ticked.	Your refund policy, an online FAQ
Your blog	Every post through your blog's feed, read again every day, each answer linking to its post.	Tutorials you publish anyway
Paste text	Anything you paste, under a name you give it.	The answers you type again and again

Pages on this site	Your pages, posts or other content types, kept current within minutes of an edit.	Sales pages, product pages
Your plugins	The readme and Training screen of every ResultsAiX plugin on your site, updated with each plugin release.	How-to answers about the tools themselves

You also write articles directly with **Add New Article**: a title, a short excerpt and a body. Each article is a real public page with its own address you can send to customers, and it is indexed the moment you save it.

What To Put In It

Start with what customers actually ask, not what you think they should ask. Look through your last fifty emails and tickets and list the questions. Most businesses find that ten to fifteen questions make up most of their support. Write those first. Here are fifteen starter titles that cover the questions almost every online business gets:

#	Starter Article Title	What To Cover
1	Where Do I Find My Download After I Buy?	The email it arrives in, the sender name, your members area and how to get the link sent again
2	I Did Not Get My Purchase Email	Spam and promotions folders, searching for your sender, the address they bought with
3	How Do I Log In To The Members Area?	The login address, the username, how to reset a password
4	Where Is My Licence Key?	The purchase email, your customer page and the keys shown under their tickets
5	How Do I Install And Activate It?	Numbered steps with the exact button names
6	How Do I Move My Licence To A New Website?	Deactivate on the old site, activate on the new one

7	How Many Websites Can I Use It On?	Sites per licence, how to see which sites are active
8	What Does It Need To Run?	WordPress and PHP versions, hosting, anything else required
9	How Do I Update To The Latest Version?	Where updates appear, how to update, what to check after
10	How Do I Change The Email Address On My Account?	Who can change it and what to send you
11	How Do I Get An Invoice Or Receipt?	Where receipts come from, how to add a company name
12	How Do Refunds Work?	Your guarantee in your own words and how to ask
13	Which Product Is Right For Me?	Who each product is for, in one line each, with the page address
14	How Do I Contact A Person?	The contact page, your hours, typical reply time
15	Getting Started: Your First 30 Minutes	The first three things a new customer should do

Write Answers The AI Uses Well

The search behind your knowledge base matches the words customers use, so the way you write decides how well it answers. These habits make the difference:

1. **Put the real question in the title, in the customer's words.** "I did not get my purchase email" beats "Email delivery information".
2. **One topic per article.** Short, focused articles answer well. A long page that covers everything matches everything weakly.

3. **Lead with the answer.** The first two sentences should solve it. Detail and exceptions come after.
4. **Use exact names.** Name every button, menu and screen exactly as it appears, so the AI repeats them correctly.
5. **Include the words people paste.** If customers quote a message from a screen, put that exact wording in the article.
6. **Write the excerpt.** The excerpt shows in search results and in the suggestions on your contact form, so make it a one-line summary.
7. **Read the sources under each answer.** Every AI answer lists the articles it used. When an answer needs improving, the article it cites is the one to edit.

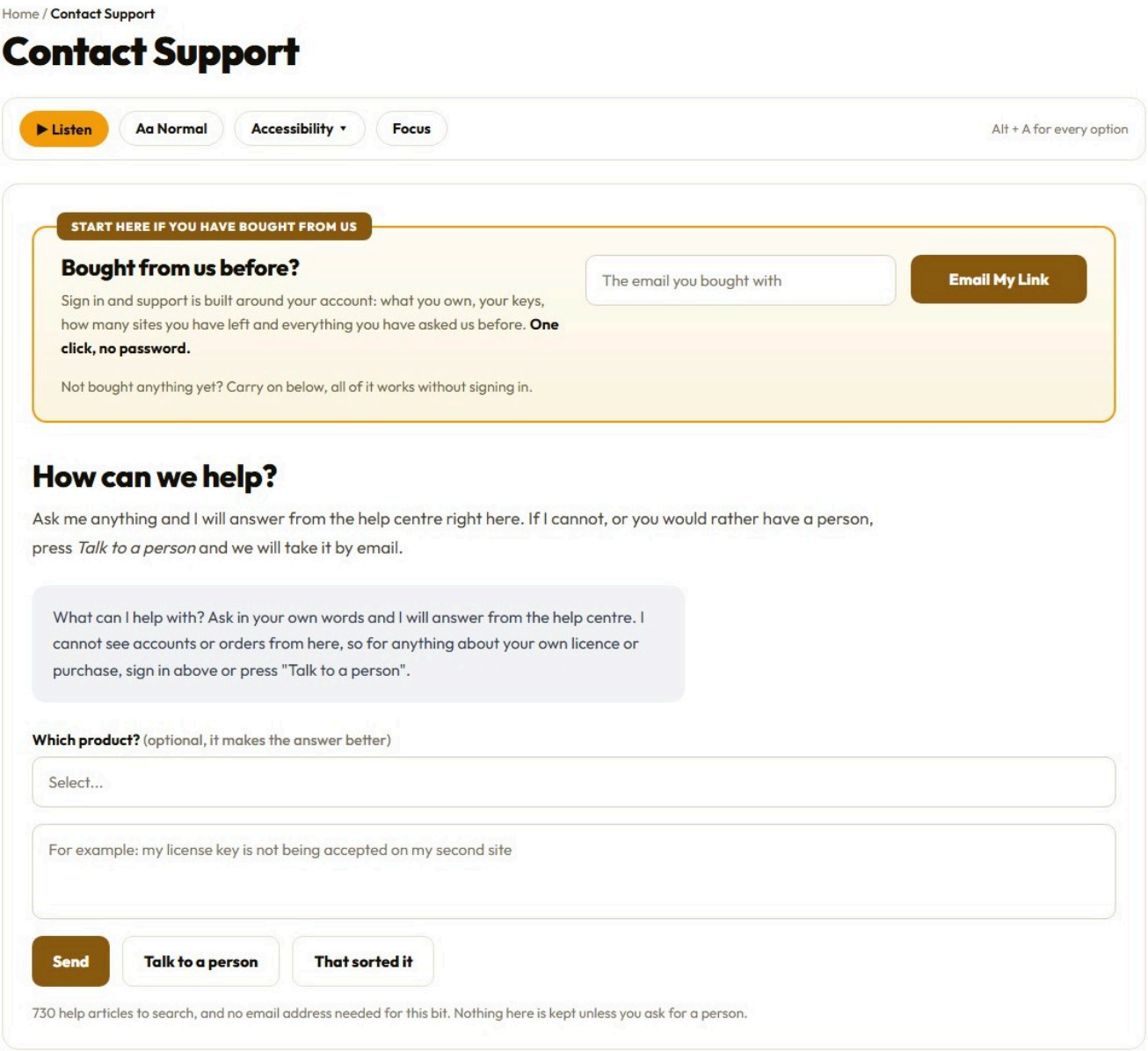
> **Keep it public-safe**
>
> Anything in the knowledge base can be shown to visitors, so keep customer names, unpublished prices and internal notes out of it. Private training material can go in a source marked **Members Only**, which only the Members Helper in your members area reads.

See AiX Support Desk →

PART 4

The Contact Page That Answers First

This is where most of your support time is saved. Your contact page does three jobs, top to bottom.

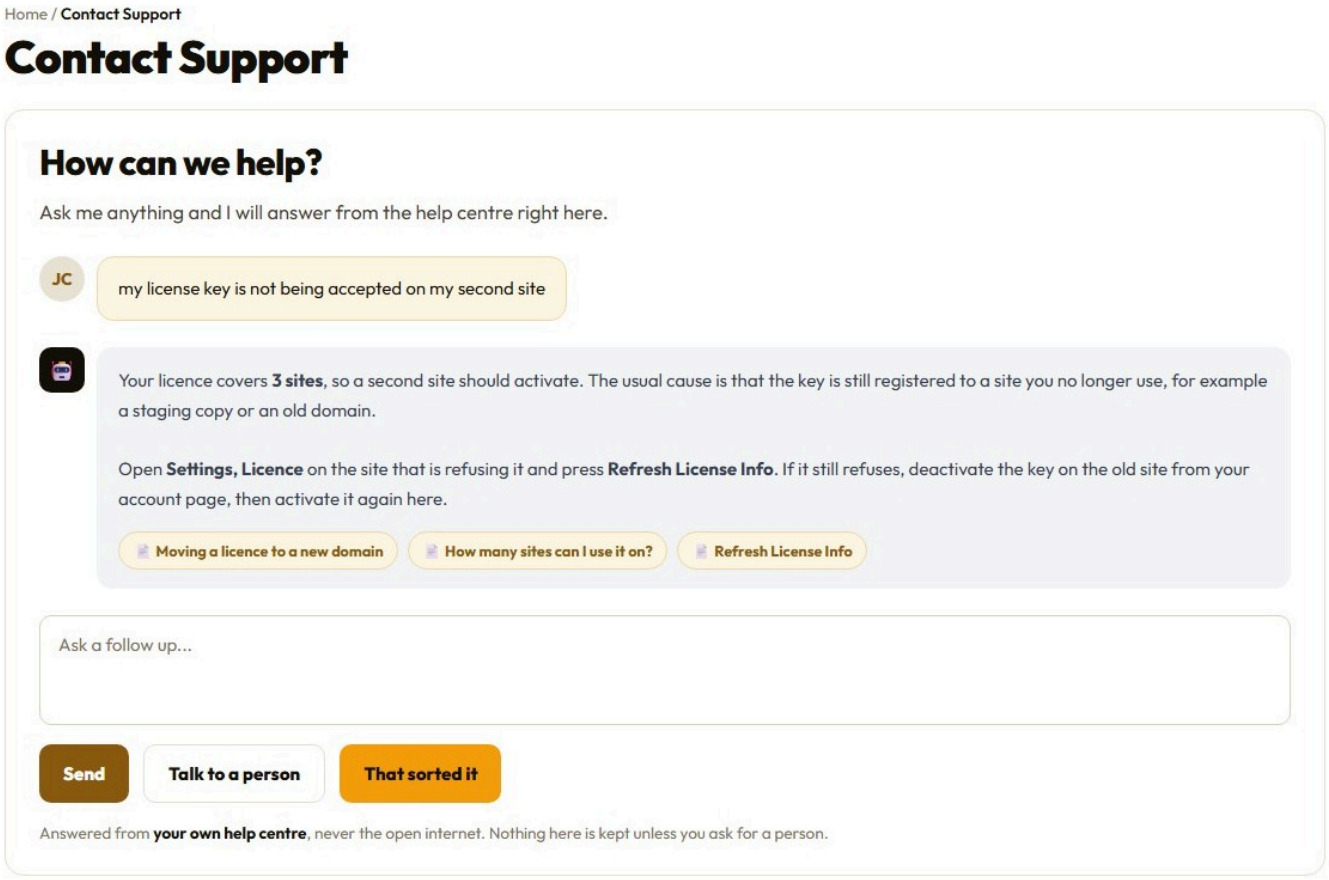


The contact page answers before it asks for an email

- **Bought from us before?** A customer types the address they bought with and is emailed a private sign-in link. One click, no password, and the desk has their account open.
- **How can we help?** Anyone types what is happening in their own words and gets an answer from your help centre on the same screen, before any email address is asked for.
- **Contact Support.** The form, with an optional product picker and room for screenshots and files.

The Answer, On The Same Screen

A visitor types their question and the desk searches your whole index and writes the answer from those passages, with the articles it used underneath. Two buttons follow: **That sorted it**, or **Talk to a person**, which carries their question straight into the form.



An answer from your own help centre, in seconds

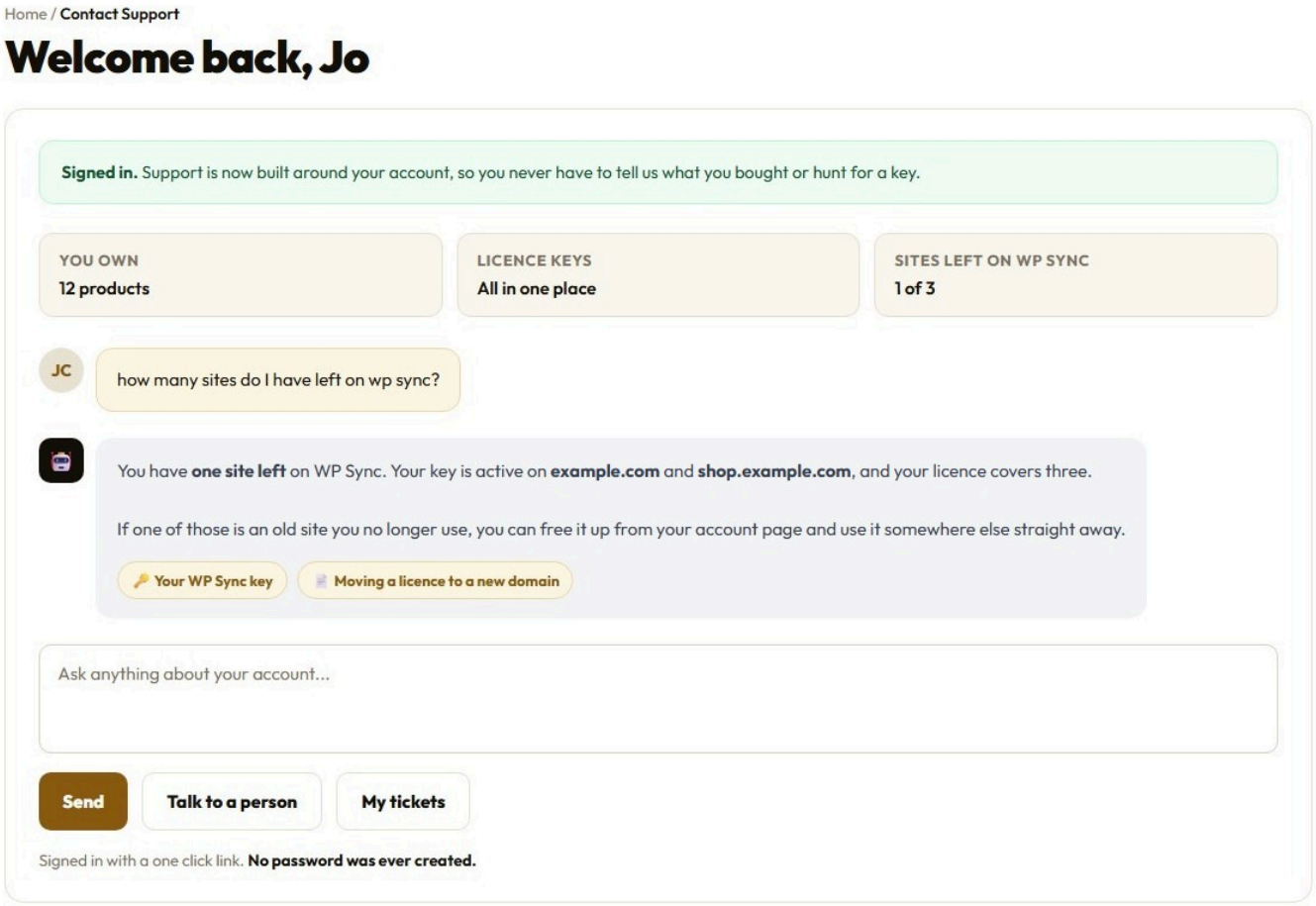
When the answer helps, the visitor presses That sorted it, nothing is kept and no ticket is created. The Dashboard counts these as **Never became a ticket**, and on a well-fed knowledge base that number grows every week.

The Form Keeps What They Already Read

When someone still wants a person, the form opens with their question already typed. The ticket arrives with a private note holding what they asked, what they were told and which articles they read, so your reply starts where the help centre stopped.

Signed In, The Desk Knows Them

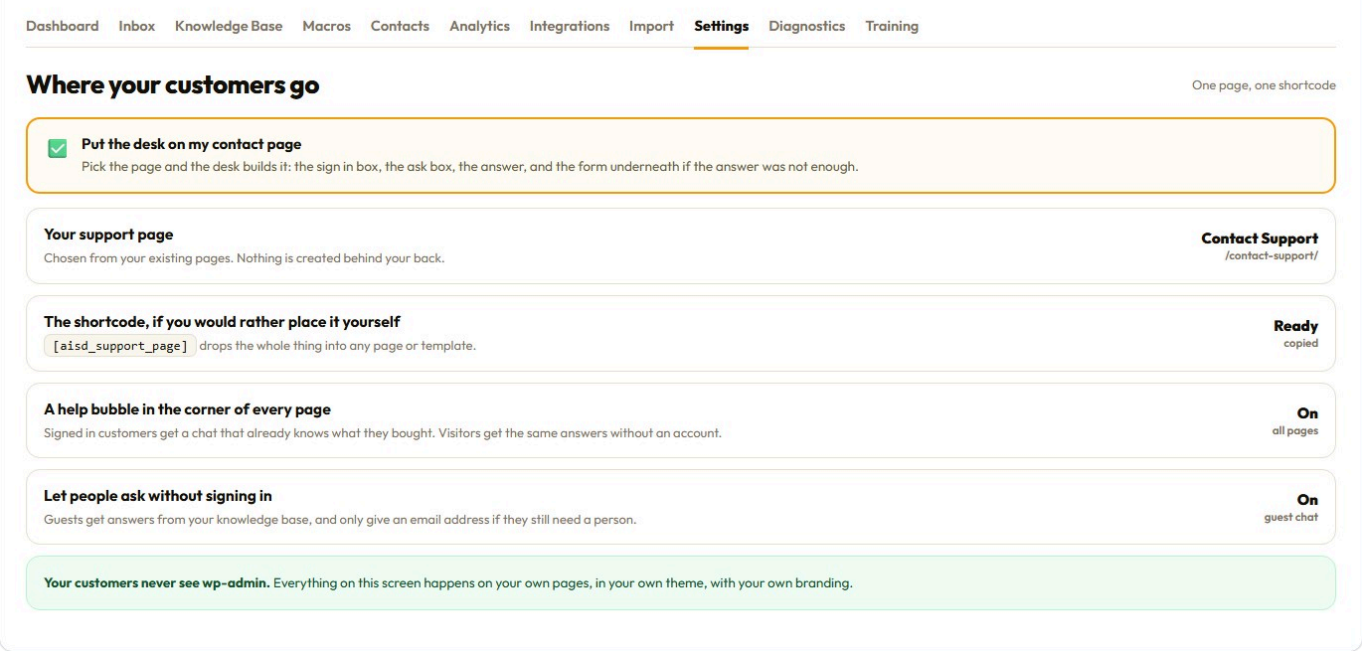
A customer who signs in with their one-click link is talking to a desk that has their account open: what they own, their keys, how many sites they have left and every ticket they opened before. The chat is a ticket, so the whole conversation sits in your inbox, and **Talk to a person** sits beside every message. The chat hands over by itself for anything about money, refunds or closing an account.



Signed in, the desk knows what they own

Set Where Customers Go

In **Settings, General**, under **Where customers go**, set your three pages: the contact page, the My Tickets page and the help centre. For each one press **Create It For Me**, pick a page you already have, or type an address that lives somewhere else.



Set where your customers go

On the Knowledge Base screen, under **Public Answers**, three switches control the answering: AI answers on your knowledge base page, asking what they need first on the contact page, and the one-click sign in with chat. Two caps keep spending sensible on a public page: answers per visitor per hour (ten by default) and answers per day for the whole site (three hundred by default).

Make It Look Like A Real Help Centre

Two optional designs on Settings, General give your support pages your own header and footer. The **Support Centre** turns your contact page into a full-page help centre with a big ask box, five quick questions (Licence key, Downloads, Install and set up, Billing and refunds, Before you buy) and three clear ways to get help. **Show help articles as a designed help centre** gives your articles a clean layout at /kb/, with categories, search and a **Still Have A Question?** box at the end of every article.

PART 5

AI Sorting And Drafted Replies

When a ticket arrives, three things happen in order: the AI sorts it, tries to resolve it if it is allowed and sure enough, and drafts a reply for anything left. Understanding each step helps you trust it.

Step 1: Sorting

Every new ticket gets a category, a mood, a priority, a product and a confidence score. There are ten categories: license, install, howto, sales, bug, refund, billing, feature, spam and other. The AI may answer

licence, install and how-to questions by itself, a sales question is always drafted for you to check, spam is moved to Spam, and everything else gets a draft for you.

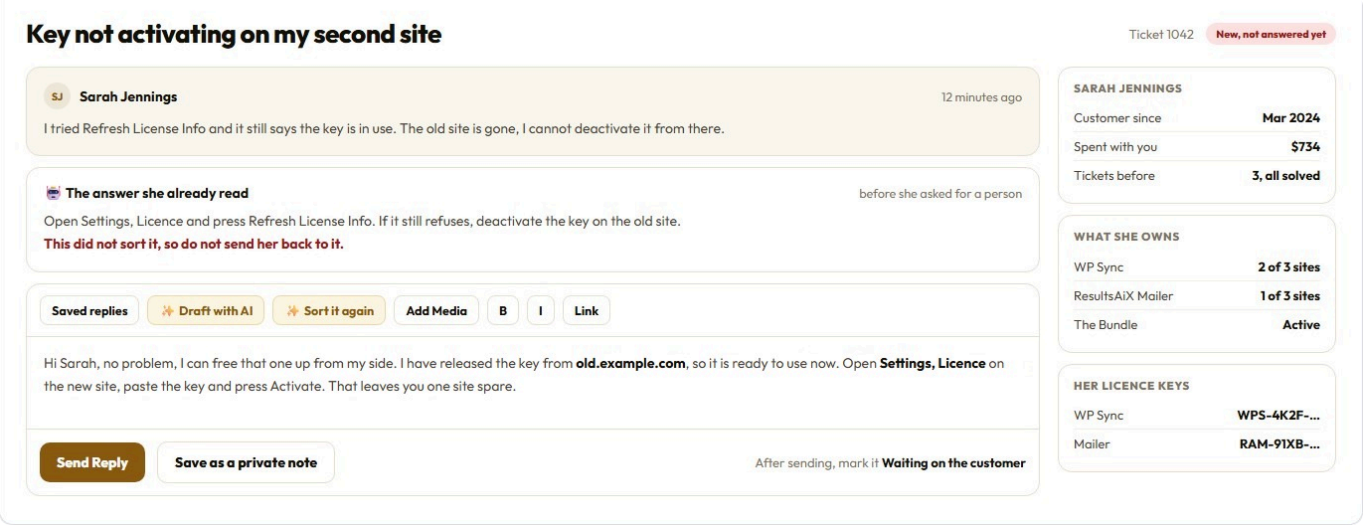
The mood is one of happy, neutral, confused, frustrated or angry. An upset ticket can alert you straight away by email and, if you connect it, in Slack.

Step 2: Resolving

Resolving follows clear rules. It only acts on licence, install, how-to and sales tickets, only above your confidence score, and only with evidence: a recorded purchase, a key from your licence server, or a matching article. For a licence question it gathers what it finds for that email address and writes the reply from that data alone. For a how-to question it answers from your top five matching articles. Where there is nothing to go on, it leaves you a private note explaining why, and the ticket waits for you.

Step 3: Drafting

Everything else gets a draft, stored on the ticket as a private **AI Draft** note that the customer never sees. The drafter reads your brand and signature, up to four matching articles, up to three of the customer's earlier tickets and the whole conversation so far.



A ticket with the draft and the customer's history

On any ticket you also have three buttons above the reply box:

- **Use This Draft** puts the waiting draft in the reply box, links and all.
- **Generate AI Draft** writes a fresh one on demand.
- **Draft With Hard Model** does the same with your most capable model, for tricky tickets.

Nothing is sent until you press **Send Reply**. AI replies name products, dates, keys and order status, and they never state an amount or what the customer has spent; billing and refund questions are drafted for you to finish.

Approving A Draft In Under A Minute

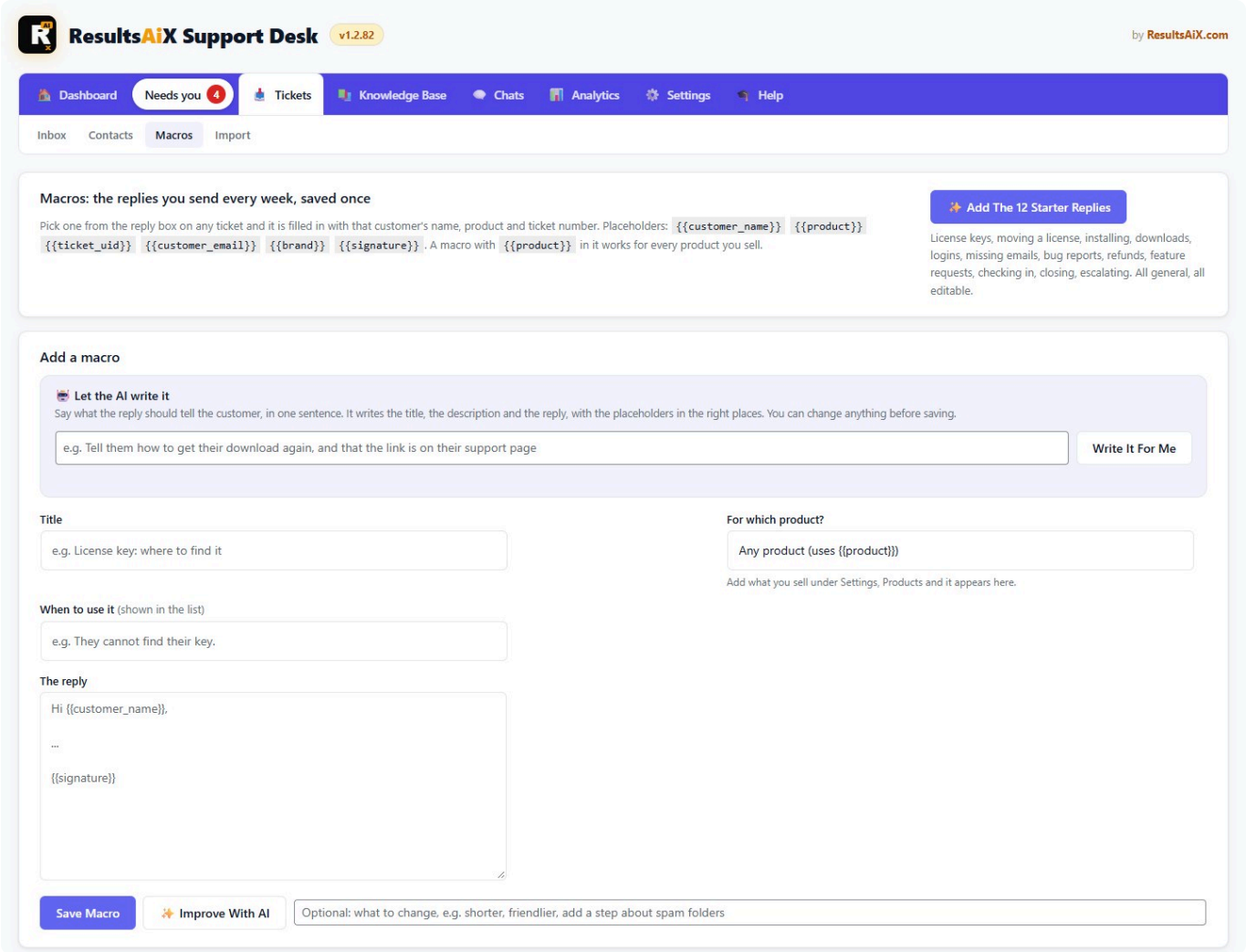
1. Open the ticket from **Needs you** on the Dashboard or the Inbox.
2. Read the customer's message and glance at the sidebar: what they own, their keys and their past tickets.
3. Press **Use This Draft** and read it once. Check the facts and the tone.
4. Adjust anything that needs your personal touch. If you rewrote most of it, untick **The AI wrote this reply** so your Dashboard counts stay true.
5. Choose what happens next under **After sending, mark it**: Waiting on the customer, Solved, Still needs me or Closed. Press **Send Reply**.

> **Tip**
>
> Every time you correct a fact in a draft, fix it at the source too: edit or add the knowledge base article, then press **Try Auto-Resolve** on the ticket to watch the AI answer it correctly. That one habit is how the desk gets better every week.

PART 6

Saved Replies

Saved replies, called Macros (under Tickets, Macros), are the replies you send every week, saved once. On any ticket, choose one from **Insert a saved reply** above the reply box and it drops in, already filled with the customer's name, the product and the ticket number.



Saved replies, written or improved by the AI

Start With The Twelve Starters

Press **Add The 12 Starter Replies** on the Macros screen and twelve are added in one click: where to find a licence key, moving a licence to a new site, installing and activating, the download link, cannot log in, an email that never arrived, something is not working, a refund request, a feature request, checking in, solved and closing, and passing a ticket to a specialist. Edit each one so it sounds like you.

Placeholders

Six placeholders fill themselves in: {{customer_name}}, {{product}}, {{ticket_uid}}, {{customer_email}}, {{brand}} and {{signature}}. Start a reply with Hi {{customer_name}}, end it with {{signature}}, and a reply with {{product}} in it works for every product you sell.

Let The AI Write And Polish Them

Type one sentence in the box at the top of the form, for example "tell them how to get their download again", and press **Write It For Me**. The AI writes the title, description and reply with the placeholders in place. Where it needs a fact it does not have, it leaves a short note in square brackets for you to fill in. **Improve With AI** under the reply box keeps the meaning and every fact, and makes a reply clearer and warmer; add a note first such as "shorter" if you want something specific.

Each saved reply can belong to one product or to every product. On a ticket, the picker shows the replies for that ticket's product first.

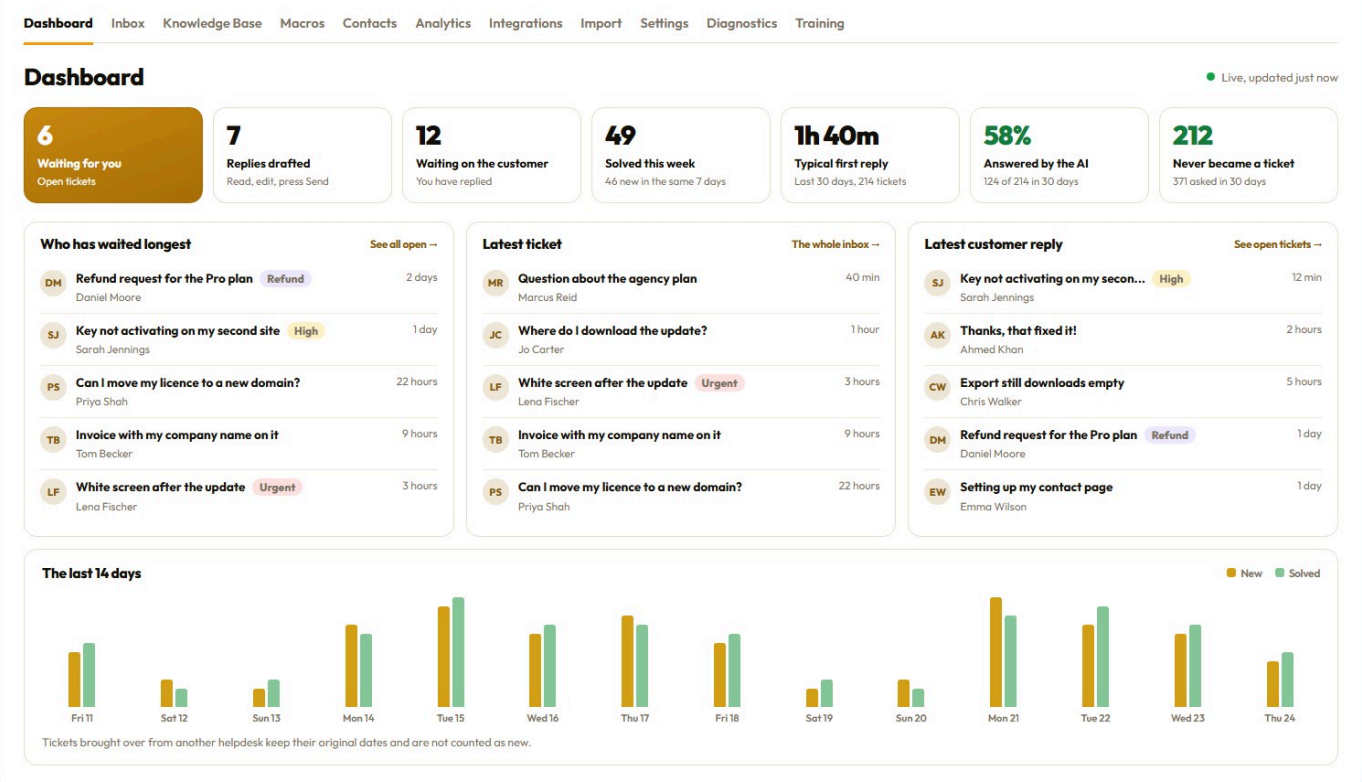
See AiX Support Desk →

PART 7

The Inbox And The Ticket View

Your Dashboard: Is Anybody Waiting For Me?

Clicking AiX Support opens the Dashboard, which answers one question first: is anybody waiting for me? A plain sentence such as "7 customers are waiting for you, and 5 replies are already drafted" sits at the top, with a button that opens exactly those tickets.



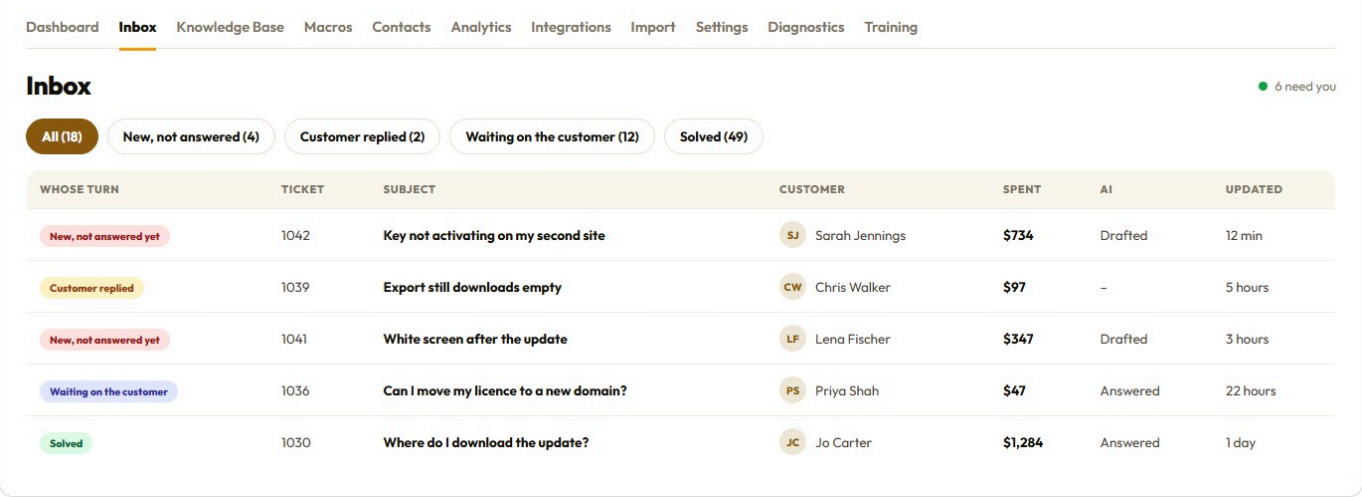
The Dashboard: is anybody waiting for me?

Seven numbers sit across the top, each one a link: **Waiting for you**, **Replies drafted**, **Waiting on the customer**, **Solved this week**, **Typical first reply** (the middle value of the last 30 days, so one slow ticket after a holiday does not distort it), **Written by the AI** and **Never became a ticket**.

Below the numbers, four short lists show what needs you, who has waited longest, the latest ticket and the latest customer reply, with a chart of new and solved tickets over 7, 14, 30 or 90 days. The **What your AI did** panel shows the time it saved you, who wrote the replies, the customers it looked up and what it cost.

The Inbox: Whose Turn Is It?

The Inbox, under Tickets, opens on **Still to do**, the tickets somebody still has to act on. Chips across the top filter by Still to do, Everything, Needs you, Waiting on the customer, Solved, Closed and Spam, each with a live count. The search box finds a ticket by subject or number.



The Inbox says whose turn it is

Every row says in words where the ticket stands (New, Customer replied, Waiting on the customer, Solved), with chips for the product and priority, the AI's category, a hot badge for an upset customer and an auto badge when the AI already answered. The **Spent** column shows what that person has spent with you across your ResultsAiX plugins, for your eyes only.

Inside A Ticket: Everything In One Place

The thread reads like a diary, oldest first, with AI-written messages and private notes clearly badged. The reply box is the full WordPress editor with **Attach files**, **Private note** and **Add my standard message**.

The sidebar is where the context lives:

- **Customer 360:** their purchases with status and source, their licence keys, and a tile for each connected system. If you run other ResultsAiX plugins on the same site, they join the profile by themselves: the

Mailer, WP Conversion Tracker AI, Launch Manager AI, Membership, Funnels, Webinars, Surveys, Testimonials, WP Sync and more.

- **Email history:** with a mailbox connected, one click lists the customer's earlier emails to and from you, read-only.
- **Mailer actions:** tag the customer or remove them from one list without leaving the ticket.
- **Past tickets** for the same customer, and the AI's category, mood and confidence.

From the Mailer the desk also reads the emails actually sent to that person and what happened to each, which is exactly what you need to answer "I never got the email" in one reply.

> **Bought under a different email?**
>
> Open the customer's contact page and add their other addresses under **Linked emails**. Every lookup, the sidebar and the AI's replies then search all of their addresses.

Every Tool On One Key

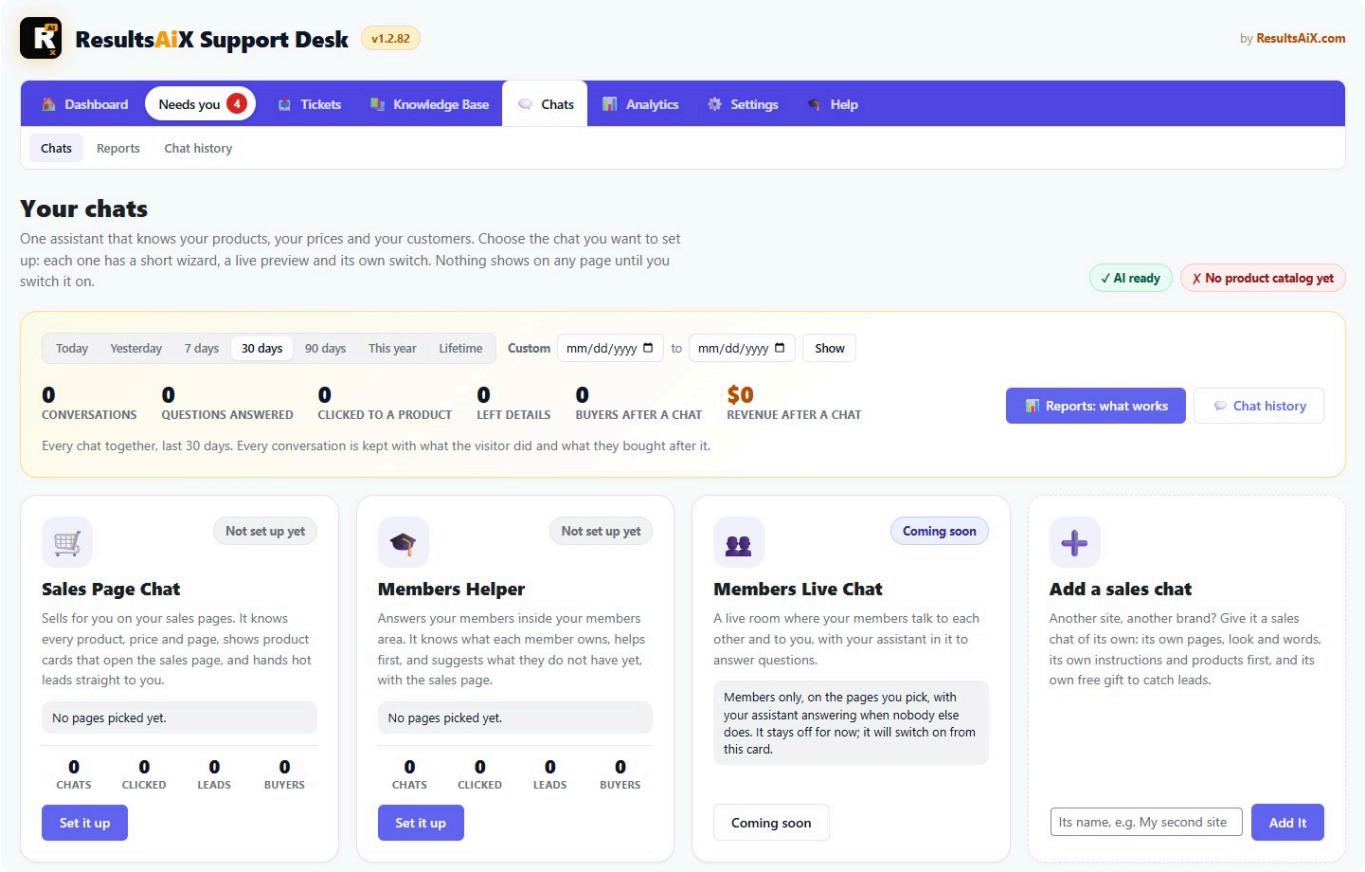
The ResultsAiX Bundle puts AiX Support Desk, the Mailer, Funnels, Membership and every other plugin on one licence key.

See The Bundle →

PART 8

Chat On Your Sales And Members Pages

Support does not have to wait for a ticket. Under **AiX Support, Chats** you can put your assistant on the pages you choose, on this site or any of your sites. Nothing shows on any page until you have picked its pages and switched it on.



Chats for your sales pages and members area

Chat	What It Does
Sales Page Chat	Answers questions on your sales pages from your own product catalogue, shows product cards that open the sales page, and hands hot leads to you. Prices are quoted exactly as your catalogue writes them.
Members Helper	Answers members inside your members area. It knows what each member owns, helps first, and with a Members Only training library it becomes a coach that points members to your lessons by name.

Each chat is set up in a five-step wizard with the real chat open in the corner the whole time: where it shows, how it looks, what it says, its rules and test and go live. The rules include who is never offered anything, so somebody upset, stuck or asking about a refund is always helped and never sold to, and nobody is offered something they already own.

Notifications live on the same screen: short messages with a button, shown on the pages you pick, to the people you pick, between two dates. A new lesson is up, a webinar starts tonight: say it once, to the right people, where they will see it.

See AiX Support Desk →

PART 9

Analytics, Alerts And Response Targets

The Analytics tab tells you how your desk is doing and, more usefully, what to write next.

Six numbers lead the screen: **New tickets**, **Solved**, **Answered by the AI**, **Typical first reply**, **Past your response target** and **AI this month**, each compared with the period before where it applies.

Under the numbers, **What people write about** counts tickets by category, **Which products** by product, **Where tickets come from** by channel, and the busiest days of the week. The biggest bar in What people write about is your next knowledge base article: answer it once and the AI answers it from then on.

Alerts That Reach You At The Right Time

In **Settings, Email**, under **Who gets told, and when**, each alert has its own switch: a new ticket, a customer reply, somebody asking for a person, a ticket that comes in upset, and a ticket that passes your response target. The two busy ones can arrive as they happen, as one summary an hour, or as one summary a day at the hour you pick. Add a teammate's address and they get only the alerts you ticked.

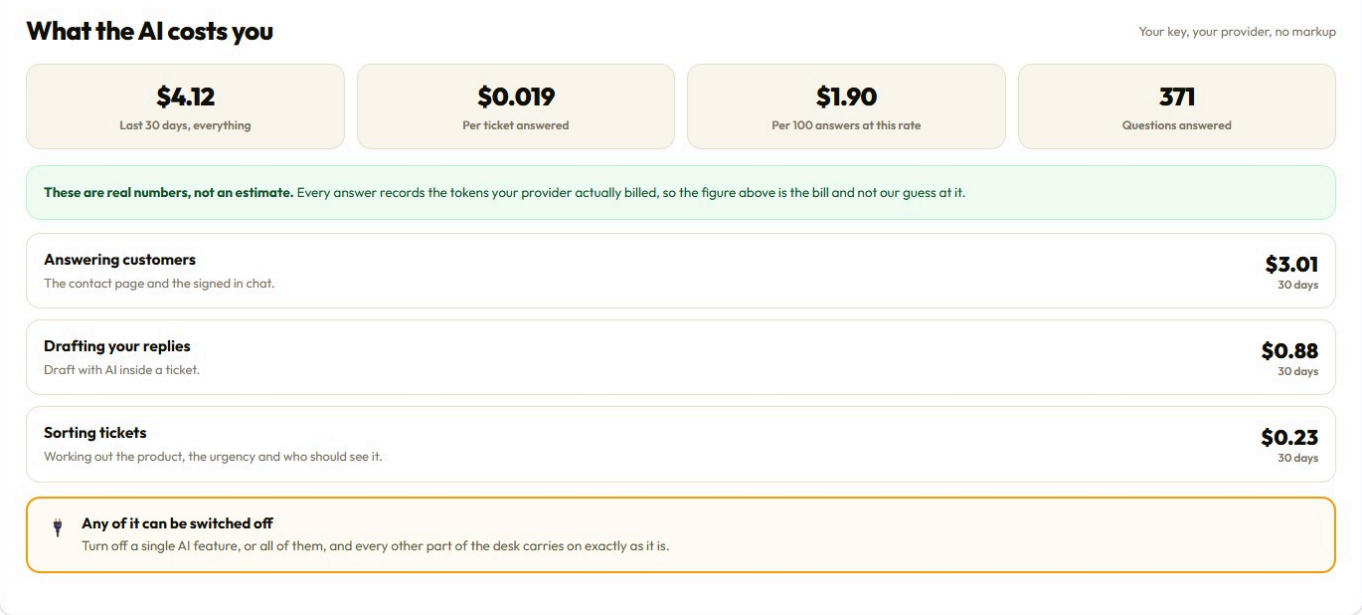
Response Targets

Under **Settings, Automation** set **First reply within** (24 hours by default) and **Resolved within** (72 hours by default). Only your time counts: time spent waiting on the customer comes off the clock. When a customer goes quiet after your reply, the ticket is marked Solved after 7 days by itself, and reopens the moment they write back.

PART 10

What The AI Costs On Your Own Key

The AI runs on your own key, so you pay your provider directly at their published rate with no markup and no credit packs. The desk records the tokens every answer actually used and shows you the real numbers under **What the AI costs you** on Settings, AI.



Real AI costs from your own key

For the dates you pick you see what was spent, how many AI jobs ran, this month's spend against your monthly ceiling, what a typical ticket costs to sort and draft, a table by kind of job, and a line that works out what 100 and 500 tickets a month would come to at your rate. Answering on your help page is counted separately, because visitors can ask without opening a ticket.

Keeping The Cost Exactly Where You Want It

- **Mix your models.** A fast, low-cost model for sorting and an everyday model for drafts, with your strongest model only for hard tickets. The desk prices each model exactly.
- **Set the monthly limit.** It is a hard stop, worked out before every call.
- **Set the public caps.** Answers per visitor per hour and per day keep your public help page sensible.
- **Feed the knowledge base.** Good articles mean shorter, surer answers and fewer back-and-forth messages.

PART 11

Your Reply Style Guide

The AI drafts, you set the voice. Agree a style once, put it in your saved replies and your signature, and every reply sounds like your business. Here is the style I use:

Rule	What It Looks Like
Use their name	Start with "Hi Sarah," every time. {{customer_name}} does it for you.
Answer in the first line	"Your key is on your customer page, here is the link." Then the detail.
Short paragraphs	Two or three sentences each. Easy to read on a phone.
Numbered steps for anything with steps	One action per step, with the exact button names in bold.
Name screens exactly	"Open Settings, then Licence, then press Refresh License Info."
One link per answer where you can	The page that solves it, written in full so it is clickable everywhere.
Warm, plain words	"Thanks for letting me know" rather than formal phrases.
Say what happens next	"I have freed the slot, so it will activate now." Or "I will check and reply by tomorrow."
Close the loop	Mark it solved when it is solved, and invite them to reply if anything else comes up.

A Reply That Follows The Guide

Example

Hi Sarah,

Good news: your licence covers three sites, and you are using two, so the new site will activate straight away.

On the new site open Settings, then Licence, paste your key and press Activate. Your key is waiting on your customer page under your tickets, with a Copy button.

If you would like to free the old site's slot too, press Deactivate This Site on the old site first.

Thanks,
Sarah and the Brightline team

Add your style to the desk in three places: your **Signature** on Settings, General, your saved replies, and an article in your knowledge base called something like "How We Write To Customers". The AI drafts read your brand name and signature on every reply.

PART 12

Your Support Routine

With the AI answering first and drafting the rest, support becomes a short routine instead of an all-day interruption. Here is the rhythm I recommend.

EVERY MORNING

15 To 30 Minutes

- Open the Dashboard: Waiting for you and Replies drafted
- Work Needs you from the top, using each draft
- Answer anything tagged High, Urgent or hot first
- Fix any fact you corrected at its source article

EVERY AFTERNOON

5 To 10 Minutes

- Check Customer replied in the Inbox
- Use Still Needs Me on anything still yours
- Glance at any Asked for you chats
- Close what is solved

EVERY WEEK

30 Minutes

- Analytics: read What people write about
- Write one article for the biggest new question
- Read the sources under a few help page answers
- Turn any reply you typed twice into a saved reply
- Check What the AI costs you against your limit

EVERY MONTH

One Hour

- Compare Answered by the AI and Never became a ticket with last month
- Refresh articles after any product or price change
- Review your confidence score and auto-send
- Check Chats reports: which pages and questions sell

Your First 30 Days With AiX Support Desk

Days	Focus
Day 1	Install, licence, Setup Wizard, AI key, sending service, the test ticket
Days 2 to 3	Add your products, then write or upload the 15 starter articles

Day 4	Create your three customer pages and switch on Public Answers
Day 5	Add The 12 Starter Replies and edit them into your own voice
Days 6 to 7	Point your contact links and support email at the desk. Import your old helpdesk history if you have one
Week 2	Drafts only. Read every draft, fix facts at the source, add an article for each new question
Week 3	Raise your confidence score if needed and switch on auto-send for licence and how-to answers
Week 4	Set response targets and alerts, add the Support Centre design, and consider a Sales Page Chat

PART 13

Questions People Ask

Will the AI make things up?

It answers only from your own knowledge base, files, pages and plugin guides, and lists the articles it used. When your knowledge does not cover a question, it says so and hands the question to you.

Do customers know they are talking to an AI?

Yes. Answers on your pages are labelled as AI answers from your own help centre, and a person is always one click away with Talk to a person.

Can I bring my old tickets across?

Yes. The Import screen reads your history from your current helpdesk or from a CSV file, keeps every original date, and imports quietly: nobody is emailed and the AI does not run on imported tickets.

The docs cover every screen and setting in detail at resultsaix.com/docs/.

PART 14

What To Read Next

This is Guide 10 of 15 free AiX Training Guides. If your support replies go out by email, Guides 2, 3 and 4 show you how to send from your own domain and reach the inbox. If you are planning a launch, Guide 11 shows you how to run one with partners, and your support desk will be ready for the buyers.

1 Getting Started With ResultsAiX →

2 The Complete SMTP Service Guide →

3 Setting Up SMTP2GO From Start To Finish →

4 Email Deliverability: Reach The Inbox →

5 Moving Your Email List To The AiX Mailer →

6 Email Automations Playbook →

7 How To Grow Your Email List With ResultsAiX →

8 How To Build Sales Funnels, Start To Finish →

9 How To Move Your Membership To ResultsAiX →

10 Running Customer Support With AI *(you are here)*

11 Launching A Product With Affiliates And JV Partners →

12 ResultsAiX For 6 And 7 Figure Marketers →

13 WP Conversion Tracker: Track Every Click And Every Sale →

14 WP Sync: Connect All Your Tools Without A Monthly Automation Bill →

15 Automated Webinars That Sell →

Your First Step, Today

Open your sent emails, find the last ten support answers you typed, and paste them into the knowledge base under Paste text. That alone gives the desk a head start on the questions your customers really ask.

Give Your Customers Answers In Seconds

AiX Support Desk answers first from your own knowledge, drafts every reply and keeps your inbox to what needs you, on your own WordPress.

See AiX Support Desk →

Keep Going

All 15 AiX Training Guides are free on the ResultsAiX blog, each with its own PDF.

Docs: resultsaix.com/docs · Training videos: resultsaix.com/training

ResultsAiX.com

by Kevin Fahey