



Generation Digital

The #1 AI Agent for all your customer service

#1 IN BAKE-OFFS

#1 IN BENCHMARKS

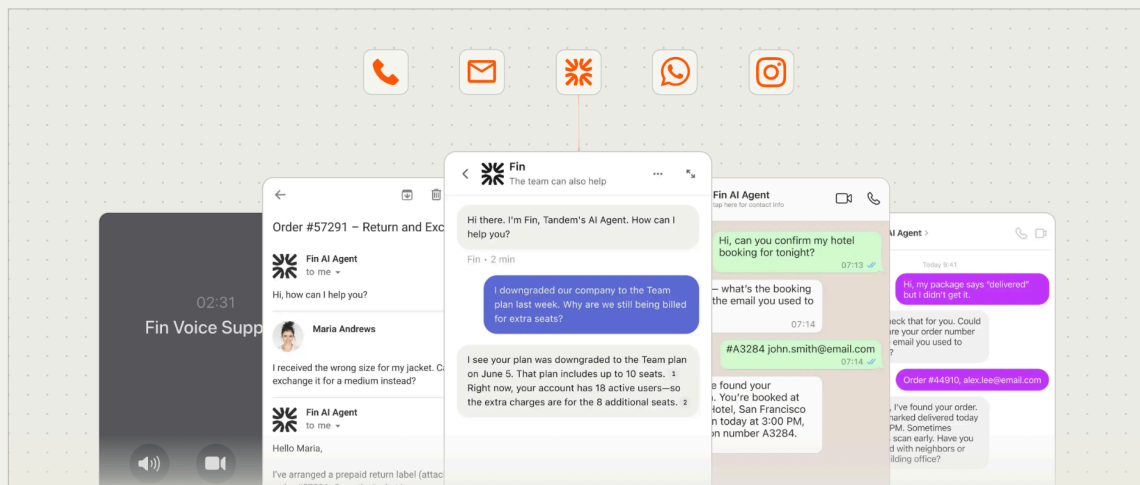
#1 FOR COMPLEX QUERIES

#1 ON G2

Fin resolves the most complex queries on every channel

01 Fin handles even the most complex queries through a continuous improvement loop called the Fin Flywheel. Train Fin on your Procedures, knowledge, and policies, test performance before launch, deploy across every channel, then analyze and improve with AI-powered Insights—so every query is resolved accurately and consistently.

[Explore all capabilities](#)



1. Train

Train Fin to resolve even the most complex queries with your Procedures, knowledge and

2. Test

Run fully simulated customer conversations from start to finish to see exactly how Fin will

3. Deploy

Set Fin live across every channel—voice, email, chat, and social—for consistent support

4. Analyze

Use AI-powered Insights to analyze and improve Fin's performance and deliver better

Fin outperforms every competitor.

Every time.

FIG 2.A - FIN'S AVERAGE RESOLUTION RATE INCREASES 1% EVERY MONTH

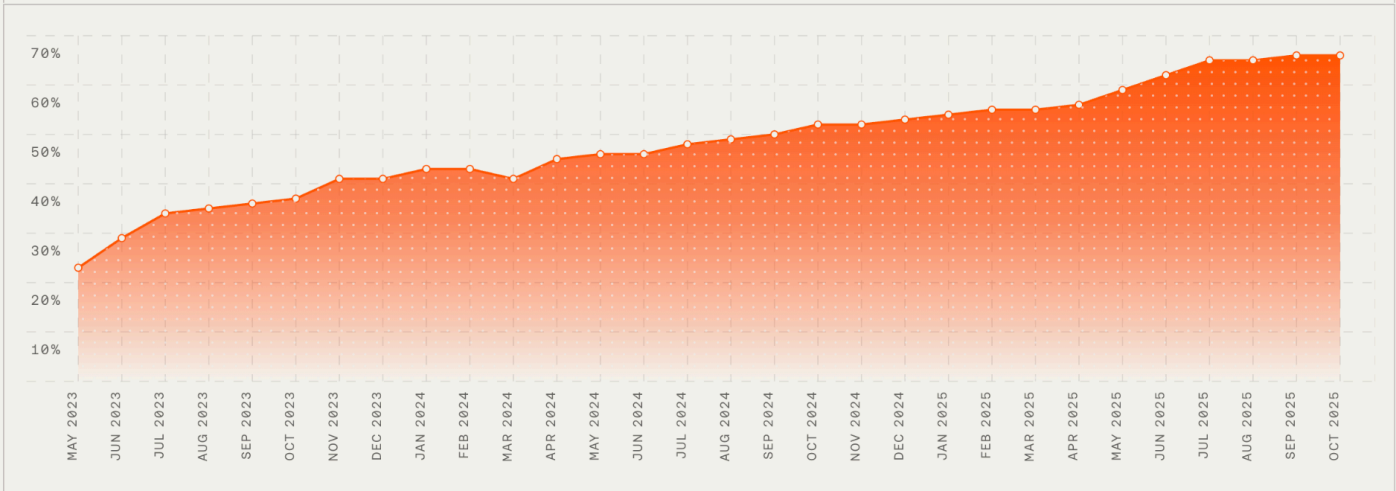


FIG 2.B - FIN WINS EVERY HEAD-TO-HEAD TEST ON RESOLUTION RATE

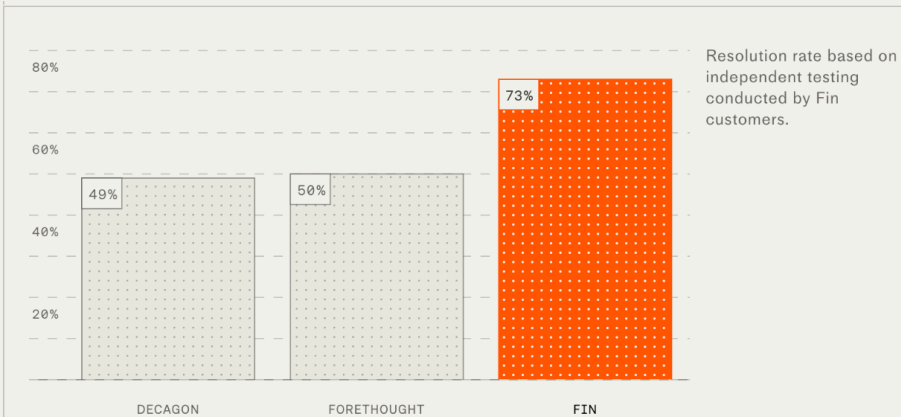


FIG 2.C - FINTECH CUSTOMER



"Fin is in a completely different league. It's now involved in 99% of conversations and **successfully resolves up to 65% end-to-end—even the more complex ones.**"

Angelo Livanos, Vice President of Global Support at Lightspeed

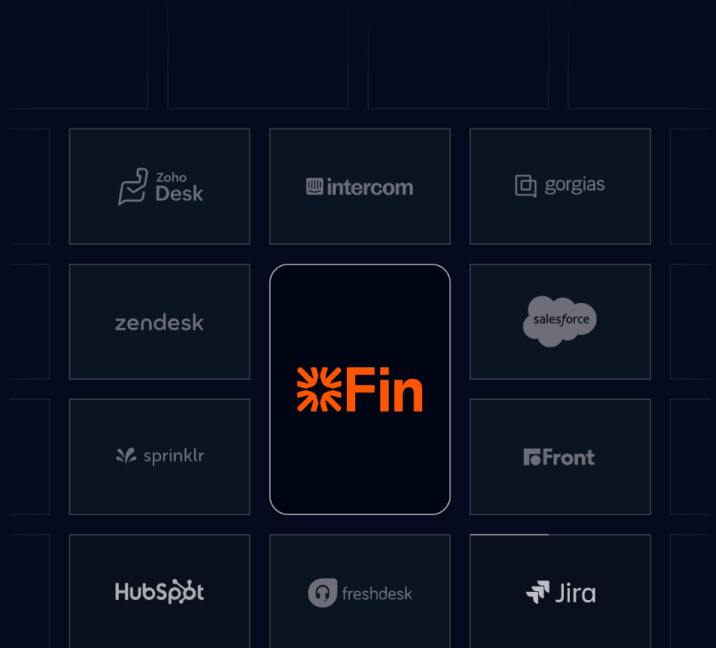
Fin works with any helpdesk

Set up Fin with your existing helpdesk or as part of the Intercom Customer Service Suite—with support for additional platforms and custom channels.

KEY FEATURES

- ✓ Set up in under an hour.
- ✓ Integrates into your current support channels—tickets, email, live chat, and more.
- ✓ Follows your existing assignment rules, automations, and reporting.
- ✓ Escalates to agents in your preferred inbox.

[Intercom Suite](#) [Fin for Zendesk](#) [Fin for Salesforce](#)



The Intercom Customer Service Suite combines the #1 AI agent for customer support with a next-gen Helpdesk—built on a single platform that maximizes team efficiency and delivers superior service.

- **Agents** work smarter and faster, reducing time to resolution and increasing their service quality.
- **Support leaders** see increased scale, efficiency, and operational savings—cutting hundreds of hours and thousands of dollars in support costs each month.
- **Customers** receive faster, smoother, more personalized service—ultimately leading to increased customer satisfaction (CSAT) and loyalty.

What sets Intercom apart?

The Intercom Customer Service Suite delivers superior customer service at scale—bringing AI and human support into one connected system that continuously improves performance:

- Fin AI Agent handles your frontline support.
- Human agents handle the complex queries.
- The system improves with every resolution.

What does Intercom offer?

Fin AI Agent

Fin is the highest-performing AI agent in customer service, combining industry-leading capabilities with the patented Fin AI Engine™ to resolve more queries than any other AI agent. With an average resolution rate of 57%, Fin answers queries and takes action in any language, on any channel—and knows exactly when to collaborate, escalate, and hand off to your team.

Helpdesk

The next-gen Helpdesk equips agents with powerful AI tools, actionable insights, and seamless workflows—so they can work more efficiently and resolve complex queries faster. With omnichannel and multilingual support, customizable inboxes, and centralized ticketing, as well as AI-driven workflows, seamless third-party integrations, and unified AI and human insights, the Helpdesk empowers your team to deliver personalized, consistent support at scale.

Plus proactive support capabilities

With proactive support features and outbound messaging, your team can seamlessly onboard new customers, guide users in real time, and proactively address issues through automated, contextual messages—before they become support tickets.

Compliance



SOC 2



ISO 27001:2022



ISO 27018



ISO 27701



ISO/IEC 42001:2023



GDPR



CCPA



HIPAA



HDS