DECISION RESEARCH / SAMPLE 01

AI customer-support procurement questions

A practical starting point for comparing channel fit, human handoff, price components and data terms.

First published 9 October 2026. Revised 11 October 2026. S4 read on 11 October; other source readings remain 9 October. No buyer brief or operating dataset was provided. Capabilities are provider statements; no product trial, deployment or independent performance verification was conducted.

What the public evidence supports

Option	Channels and human support	Commercial evidence
AiChat	Markets messaging and Voice AI. FAQ describes live-agent intervention while the bot responds. Voice appears in Enterprise. [S1,S2]	Monthly Solo: US$37 / 200 credits. Team: US$149 / 800 credits. FAQ top-up: US$5 / 100 credits using GPT-4o mini. Enterprise is custom. [S2]
WIZ.AI	Wizlynn is described as an inbound system. Its product page states that unhappy or low-confidence customers are escalated to human agents with full call context. [S4]	Reviewed product page and trust centre do not establish a complete numeric price. Request a workload-specific quote. [S4,S5]
AI Rudder	Markets voice/chat and contact-centre agent assistance; describes bot-to-human transitions. [S7]	Reviewed service page does not establish a complete numeric price. Request a quote for the actual channel and integration scope. [S7]

Price illustration - component only

Assume 1,800 chargeable credits in one month on AiChat Team and the stated top-up rate: US$149 + ((1,800 - 800) / 100 x US$5) = US$199. This is our arithmetic example, not a vendor quote or total operating cost. [S2]

Confirm billable events, model choice, rounding, messaging/telephony fees, setup, integration, support, tax and billing period. A credit total is not an established count of unique customers.

Starting decision

All three remain candidates for a voice-led brief; AiChat should not be excluded simply because it also sells messaging tools. Narrow the list after language, CRM, channel, volume and human-support requirements are known. This is an interpretation, not a quality ranking.

Data terms and a small evaluation

Separate public policy from contracted deployment

Option	What was actually read	Obtain before a real rollout
AiChat	Policy covers its messaging service and client agreements. It describes Singapore transfer and global processing; some identifiers/data may be retained. [S3]	An agreed retention schedule by data type, hosting/processing locations, model-training terms, subprocessors and deletion/export procedure.
WIZ.AI	Privacy policy explicitly covers website visitors only; talkbot customer processing is governed by separate service agreements. Trust badges are not independently audited here. [S5,S6]	Product-specific data agreement and deployment scope. Do not infer talkbot data residency from the website-visitor policy.
AI Rudder	Policy describes processing customer data under contract and retention while needed; contracts may add protections. [S8]	A specific region, retention/deletion period, subprocessors, training use and export process for the proposed service.

Proposed trial checks - not yet performed

Routine query: use an approved FAQ and record answer correctness, source trace and response time.

Unknown or conflicting query: check whether the system flags uncertainty and avoids invented policies.

Human transfer: check routing, context preservation and the response when no agent is available.

Use synthetic cases first. The workflow owner should agree thresholds and review outcomes before any real customer data or rollout. Record configuration, language, failures and human overrides so results are comparable.

Comparable quote request

Ask each shortlisted supplier to price the same channels, languages, billable volume, integrations and support window. Ask for both recurring and one-off charges and written data terms. No requests have been sent to these suppliers.

Evaluation workbook v0.2 preserves the blank trial and acceptance fields. Seven synthetic price-boundary cases passed in an isolated native Excel copy of the unchanged calculation. This checks arithmetic only; no supplier product trial or buyer acceptance is claimed.

Evidence you can follow back

Original source register

S1 / AiChat homepage
https://www.aichat.com/
Read 9 October 2026. Publication/update date not established.

S2 / AiChat pricing
https://www.aichat.com/pricing
Read 9 October 2026. Publication/update date not established.

S3 / AiChat privacy policy
https://www.aichat.com/privacy-policy
Read 9 October 2026. Publication/update date not established.

S4 / WIZ.AI Wizlynn product
https://www.wiz.ai/pages/product-wizlynn.html
Read 11 October 2026. Publication/update date not established.

S5 / WIZ.AI trust centre
https://www.wiz.ai/pages/trust.html
Read 9 October 2026. Publication/update date not established.

S6 / WIZ.AI privacy policy
https://www.wiz.ai/pages/privacy-policy.html
Read 9 October 2026. Publisher update label: 2026-06-29.

S7 / AI Rudder customer services
https://airudder.com/customer-services/
Read 9 October 2026. Publication/update date not established.

S8 / AI Rudder privacy policy
https://airudder.com/privacy-policy/
Read 9 October 2026. Publisher update label: 2025-10 (month only).

Reading dates are not publication dates. Current prices and policies may change; reconfirm before procurement.

Revision and relationship disclosure

v0.3 replaces S4 with direct Wizlynn product evidence for human escalation with call context. It retains the original publication date and earlier source readings. HTML, citation text, PDF and workbook source register agree. v0.1 and v0.2 research editions are retained. The three providers are an illustrative set, not an exhaustive market scan.

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