

Support that answers first, escalates when it matters

Abkus Support ingests customer messages, triages them, answers from your app's own knowledge base with AI, and hands off to a human only when needed.

One inbox for widget and API

Conversations from the hosted widget and from the API create tickets in the same inbox, with the full thread in one place.

Triage before a human

Each message gets a priority signal and a deterministic safety check - security incidents, legal threats and refund disputes go straight to a person.

Answers grounded in your docs

The AI answers from the app's knowledge base - never invented - and cites what it used.

Human handoff, never a dead end

Low-confidence or sensitive requests escalate to a person with full context.

Embed a support widget

Drop the chat widget into any app - visitors get answers without an account.

Agent tools that close the loop

Canned replies, status and priority control, a first-response target and a one-tap rating from the customer - all on the ticket.

Security and encryption

A sophisticated encryption and decryption system keeps all corporate information safe - in transit and at rest.

Get started