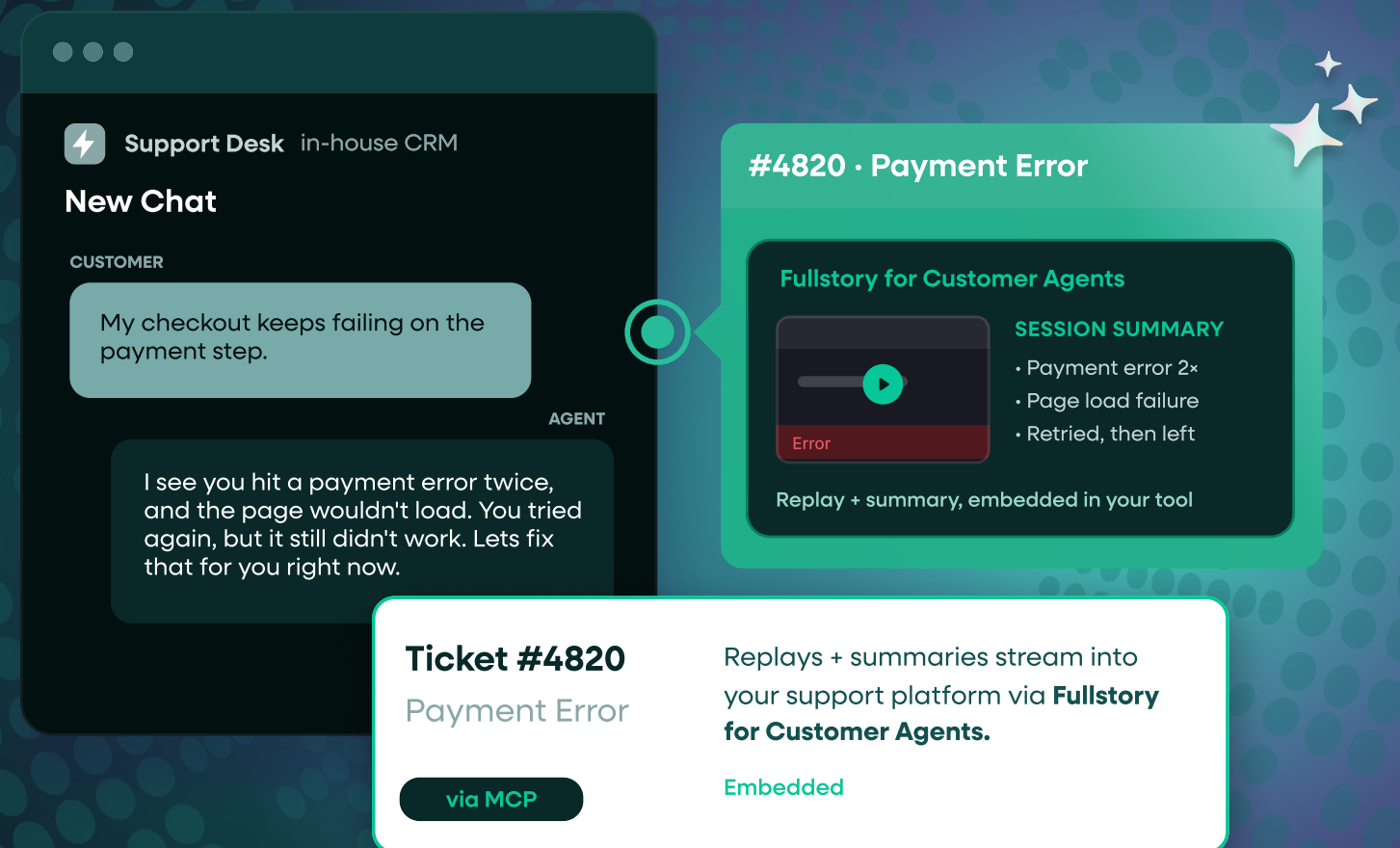




INTRODUCING

Fullstory for Customer Agents



THE COST OF CONTEXT-BLIND SUPPORT

A customer hits a wall and reaches out. The agent has no idea what happened, so they ask the customer to re-explain and guess at a fix. That gap between what happened and what support can see is a direct tax on resolution time, deflection, and trust.

FULLSTORY CLOSES THAT GAP

Fullstory for Customer Agents streams AI-generated session summaries and behavioral context straight into your support workflow. Every agent starts an interaction already knowing what the customer tried, where they got stuck, and what they need.



STUCK IN A REACTIVE SUPPORT LOOP?

- **AI agents guessing at intent.** Without behavioral signal, chatbots fall back on generic answers and costly escalations.
- **Tool sprawl.** Customer Agents piece together context across disconnected systems before they can even start solving the problem.
- **Slow time to resolution.** Every minute spent gathering context adds directly to AHT and MTTR.
- **Generic responses.** Customers repeat themselves and disengage when support doesn't reflect what they've already done.

79%

of tickets exposed to Fullstory data are resolved

“We moved from ‘answering questions’ to ‘guiding outcomes.’”

— Ninety.io, Fullstory customer

From reactive tickets to context-aware guidance

Where Session Summary and Context Tool solve the problems your team feels every day.

Your challenge	How Fullstory solves it
Every ticket starts from zero	The Session Summary Tool delivers an AI-generated recap of the customer’s session the moment a ticket opens—no manual reconstruction required.
AI agents can’t act without deeper signal	The Context Tool hands AI agents a structured, LLM-ready event log—so they resolve issues autonomously instead of escalating.
Setup takes engineering time you don’t have	Both tools ship through a single MCP server connection —about 30 minutes to set up, no custom API build, no engineering queue.
Support can’t prove its business impact	Deflection rate, AHT, and MTTR improve measurably when agents work with full context—metrics leadership already tracks every quarter.

BUILT FOR THE AI AGENT ERA

Most support tooling was built for humans reading dashboards, not AI agents acting in real time. Fullstory flips that: the agent itself decides, in the moment, whether a quick summary or deeper context is what the situation calls for.



The repeat-contact rescue

A customer who already tried self-service reaches out again—the agent opens already knowing what they attempted.



The escalation handoff

When an AI agent hands off to a human, the same session context travels with it—nothing gets re-explained.



The silent struggle

A customer never files a ticket, but the behavioral signal shows repeated friction—support can get ahead of it before the complaint arrives.

Works alongside the support and agent platforms you already run!

 zendesk

 Fin

 salesforce

 SIERRA

servicenow

 ASAPP

Ready to close the context gap?
Talk to your Fullstory team about your Fullstory for Customer Agents rollout.