

Case Study on —

AGENTIC AI

Agentic AI, Built to Perform

AI agents that act, sell, and serve just like your best staff member

👉 Tell me about AI agents



👉 Tell me about more clients

PROJECT OVERVIEW

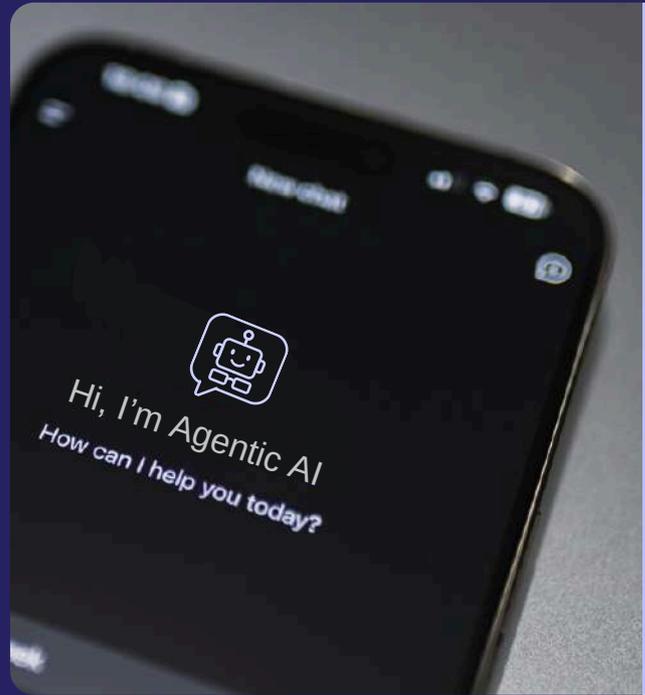
The organisation is a leading live-experience operator managing large visitor volumes across venues, destinations, sports teams, and events. With rising digital traffic and millions of annual guests, they required a scalable way to support users across multiple channels. Their manual support model caused slow responses, high labour costs, and missed revenue opportunities, especially during peak seasons and after business hours.

To address these gaps, the project aimed to implement an AI-driven solution capable of delivering instant answers, improving conversions, and reducing operational load. The focus was to modernize guest engagement with automated, accurate, and always-available assistance.



PROJECT FEATURE VIEW

A domain-trained Agentic AI system that delivers instant responses, automates guest support, integrates with ticketing and venue data, and enables conversational commerce across digital channels for improved engagement and conversions.



CLIENT DETAILS

Client: Confidential

Location: Not Disclosed

Industry: Live Experience / Events / Sports / Venues

Technology Stack: Agentic AI Platform, Ticketing System Integration, CRM Integration, CMS APIs, Analytics Engine

CHALLENGE

The organisation struggled with:

- 01** Increasing guest inquiries causing slow responses and high support costs.
- 02** Limited after-hours assistance resulting in drop-offs and missed sales.
- 03** Lack of insights into guest intent, content gaps, and conversion blockers.

SOLUTION APPROACH

- 01** Deployed Agentic AI across website, mobile, and messaging platforms.
- 02** Integrated ticketing, CRM, CMS, and event schedules for real-time answers.
- 03** Enabled 24/7 automated support with analytics for intent tracking and optimization.

KEY FEATURES



Instant self-service responses for ticketing, logistics, schedules, and amenities



Conversational commerce enabling ticket purchases and upgrades within chat.



Backend-integrated intelligence for real-time inventory and event-based answers

RESULTS & IMPACT



Reduced support workload with automated handling of large conversation volumes.



Improved conversions and increased revenue through AI-driven commerce flows.



Enhanced guest satisfaction via faster responses and consistent information.

CONCLUSION

The AI solution transformed guest engagement by automating support, improving conversions, and reducing costs, enabling the organisation to deliver fast, accurate, and scalable assistance across all digital channels.

Faster answers.
Smarter help.
Personalized to *you*.

I'm here to help you discover how our Agentic platform can boost your revenue, enhance the guest experience, or save you time on manual tasks.
You can ask me anything about Satisfi Labs—or get started by choosing one of the quick replies below.

Learn about our platform

Learn about partnerships

Learn about our company

What can I ask about?

Contact Us

How can I help you?



VISUAL OVERVIEW

The screenshot shows the homepage of the Agentic AI platform. On the left is a dark navigation sidebar with the Agentic AI logo, a 'Login' button, a 'Demo Request' button, a 'Chatsite' button, a search bar with the text 'What can I ask about?', and a 'Classic Site' dropdown. The main content area has a dark background with the heading 'Agentic AI, Built to Perform' and the subtext 'AI agents that act, sell, and serve just like your best staff member'. A prominent button says 'Tell me about AI agents'. To the right, there are images of a dashboard with a '13,096' metric and a mobile app interface for 'BIG B'. Below these is a question 'How can I upgrade my tickets?' with a person icon. At the bottom of the main area, a row of client logos includes Florida Gators, Auburn, UNC, Duke, Georgia Tech, Riverbanks Zoo & Garden, and XFL. A button at the bottom center says 'Tell me about more clients'.

This section features a light blue background with the heading 'Built for Business Outcomes, Not Just Conversations'. The text below states: 'Satsifi Labs delivers a managed, outcome-driven Agentic Platform that deploys specialized AI agents built and tuned by industry experts to help live experience businesses sell more, service faster, and gain real-time insights from every guest conversation.' A dark button reads 'Our AI Agent Offerings'. Below this are four columns, each representing a business outcome with a mobile app interface illustration and a button: 1. 'Increase Sales' with a 'Buy Now' button, showing a chat about 'Florida Gators vs Old Miss Rebels' and 'Here's what I found from TicketMaster'. 2. 'Enhance Guest Experience' with a 'Learn More' button, showing a chat about 'Looking for things to do in Austin?' and a list of 'Concerts', 'Theme Bars', and 'Dining'. 3. 'Scale Support' with a 'Talk to a Person' button, showing a chat about 'How can I upgrade my tickets?' and 'Let me connect you to a person.'. 4. 'Gather Customer Data' with a '21,794 Click-Throughs' metric and a bar chart, showing a chat about 'Let me connect you to a person.'. A button at the bottom center says 'What is an Agentic Platform?'.



THANK YOU!



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