

Hostcomm Unveils Next-Generation AI Agent Platform to Revolutionize Customer Service

Hostcomm has announced the launch of its advanced AI Agent Platform, designed to help businesses transform customer service and sales.

Miami, Florida Aug 20, 2025 ([Issuewire.com](https://www.issuewire.com)) - Hostcomm, a global leader in cloud communication solutions, today announces the launch of its cutting-edge AI agent platform, designed to help businesses deliver seamless, personalized customer support across voice, email, chat, SMS, and WhatsApp.

Built on a robust AWS infrastructure, Hostcomm's [AI agent platform](#)—also known as CXCortex—empowers organizations to automate customer interactions with precision. By offering adjustable autonomy, businesses can choose between fully autonomous operations or a hybrid setup where AI supports human agents behind the scenes.

Hostcomm
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“Today’s customers expect faster, smarter service across every channel,” said a spokesperson for Hostcomm. “Our AI agent platform enables businesses to meet those expectations, ensuring consistent, high-quality support 24/7 while significantly cutting costs.”

Key Features:

Multi-Channel Support: Seamlessly handle voice, email, chat, and messaging interactions from a unified console.

Long-Term Contextual Memory: Powered by a knowledge-graph-based memory, the platform recalls customer history and preferences to deliver personalized service—just like a trusted human agent.

Scalable & Reliable: AI agents can tackle 15× the volume of inquiries compared to human agents, boasting 90% first-contact resolution while reducing operating costs by up to 75%.

Adjustable Autonomy: Customize levels of automation—allowing full AI independence for routine cases, or human oversight for complex interactions.

In addition to enhancing customer satisfaction, businesses deploying Hostcomm’s AI agent platform can streamline operations and scale support without increasing headcount.

Real-World Impact:

Organizations that integrate Hostcomm’s AI-driven solutions report faster response times, reduced labor costs, and improved customer loyalty. With trusted clients across sectors—from utilities and housing to retail and field service—Hostcomm continues to demonstrate its value across industries.

About Hostcomm:

With nearly two decades of innovation in cloud contact centers, remote visual assistance, and AI automation, Hostcomm delivers intelligent tools that blend cutting-edge technology with a human touch.

Whether through streamlined integrations, scalable AWS-powered platforms, or personalized service, Hostcomm helps businesses transform their customer experience.

Rated 4.8/5 through dozens of Trustpilot reviews and trusted by firms like Shelter, Scottish Power, Kantar, BT, Homeserve, and more, Hostcomm remains a flagship provider of modern, reliable customer service infrastructure.

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