

# IntelligentBee Launches the Hybrid Support Index 2025

Essential Field Report On AI Tools Changing B2b Tech And E-Commerce Support

## IntelligentBee Launches Hybrid Support Index 2025



Iasi, Romania Oct 16, 2025 ([Issuewire.com](https://www.issuewire.com)) - [IntelligentBee](#) announces the release of the [Hybrid Support Index 2025](#), an essential field report analyzing how AI tools are changing B2B Tech and E-commerce Customer Support. The field report evaluates the most widely adopted AI systems in live environments, offering a grounded perspective on what actually delivers measurable results.

In 2025, AI has become embedded in nearly every stage of customer interaction, from routing and triage to full case resolution. Most organizations now report clear gains in speed, accuracy, and cost efficiency, with customer leaders calling AI essential to delivering personalization at scale. Yet one truth remains: while AI can scale service, only humans can sustain empathy, context, and trust.

The **Hybrid Support Index 2025** was developed to answer a single question: *how do we make AI work with people, not instead of them?*

The report identifies six key categories defining the core AI tools in Customer Support:

- Chatbots & Virtual Assistants
- Natural Language Processing (NLP)
- AI-Powered Email Support
- Self-Service Knowledge Bases
- Predictive Analytics & Customer Insights
- AI-Powered Ticketing Systems

Each category highlights tools proven to enhance agent performance by automating repetitive tasks, surfacing insights in real time, and improving knowledge management. When integrated effectively, these technologies don't replace agents, they empower them.

***"The Hybrid Support Index 2025 shows that the strongest teams use AI to clear volume and give humans back the time to solve complex, high-value problems,"*** said **Costi Telemán, Founder and CEO at IntelligentBee**. "Support powered only by AI is efficient. Support driven by humans using AI is effective."

With hybrid support now defining competitive advantage in Customer Experience, IntelligentBee's field-tested findings provide clarity for leaders navigating the evolving AI landscape.

The Hybrid Support Index 2025 presents an overview of the most used AI tools driving progress in Customer Support and analyzes their effect on team performance.

**Read the full report:** <https://intelligentbee.com/hsi-2025-ai-tools>

IntelligentBee delivers Human-First, AI-Enhanced Customer & Technical Support solutions for growing Tech, SaaS, and E-commerce companies. We blend AI-powered speed with human empathy to create trust-driven experiences that retain customers and enable growth. Every conversation fuels actionable insights, empowering smarter, faster business decisions. We grow with you, making every interaction count.

## Media Contact

IntelligentBee

\*\*\*\*\*@intelligentbee.com

Source : IntelligentBee

[See on IssueWire](#)