

IotaBot Launches AI-Powered Customer Support Platform for SMBs and Enterprise

New platform combines AI chatbots with seamless human-agent handoff, ticketing, and file storage to help SaaS, e-commerce, fintech, and healthtech teams scale support.

New Delhi, Delhi Aug 8, 2026 ([IssueWire.com](https://www.issuewire.com)) - IotaBot, an AI-powered customer support platform, today announced its launch, giving businesses a way to combine automated AI responses with seamless human-agent handoff in a single tool.

IotaBot lets companies train an AI chatbot on their own knowledge base - help articles, FAQs, and past support answers - so it can answer common customer questions instantly and in natural language. When a query is too complex or sensitive for AI, IotaBot hands the conversation to a human agent along with full context, so customers never have to repeat themselves.

The platform includes built-in ticketing and file storage, giving support teams one place to manage conversations, track resolution, and store customer documents - instead of juggling separate tools for chat, tickets, and files.

"Customers don't want to search through help pages for answers, they want answers," said [Deepak Kumar](#), founder of IotaBot. "We built IotaBot so businesses can give instant, accurate responses around the clock, without losing the human touch for the questions that need it."

IotaBot is built for businesses ranging from small teams to enterprise organizations, with particular focus on support-heavy industries including SaaS, e-commerce, e-learning, and healthtech. The platform's plans built around usage of AI knowledge base storage and conversation file storage to fit teams of any size.

IotaBot is available now at <https://iotabot.com>.

About IotaBot

IotaBot is an AI-powered customer support platform that combines automated chat responses with human-agent handoff, ticketing, and file storage. The platform is designed for businesses that want to scale support without scaling headcount. Learn more at <https://iotabot.com>

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