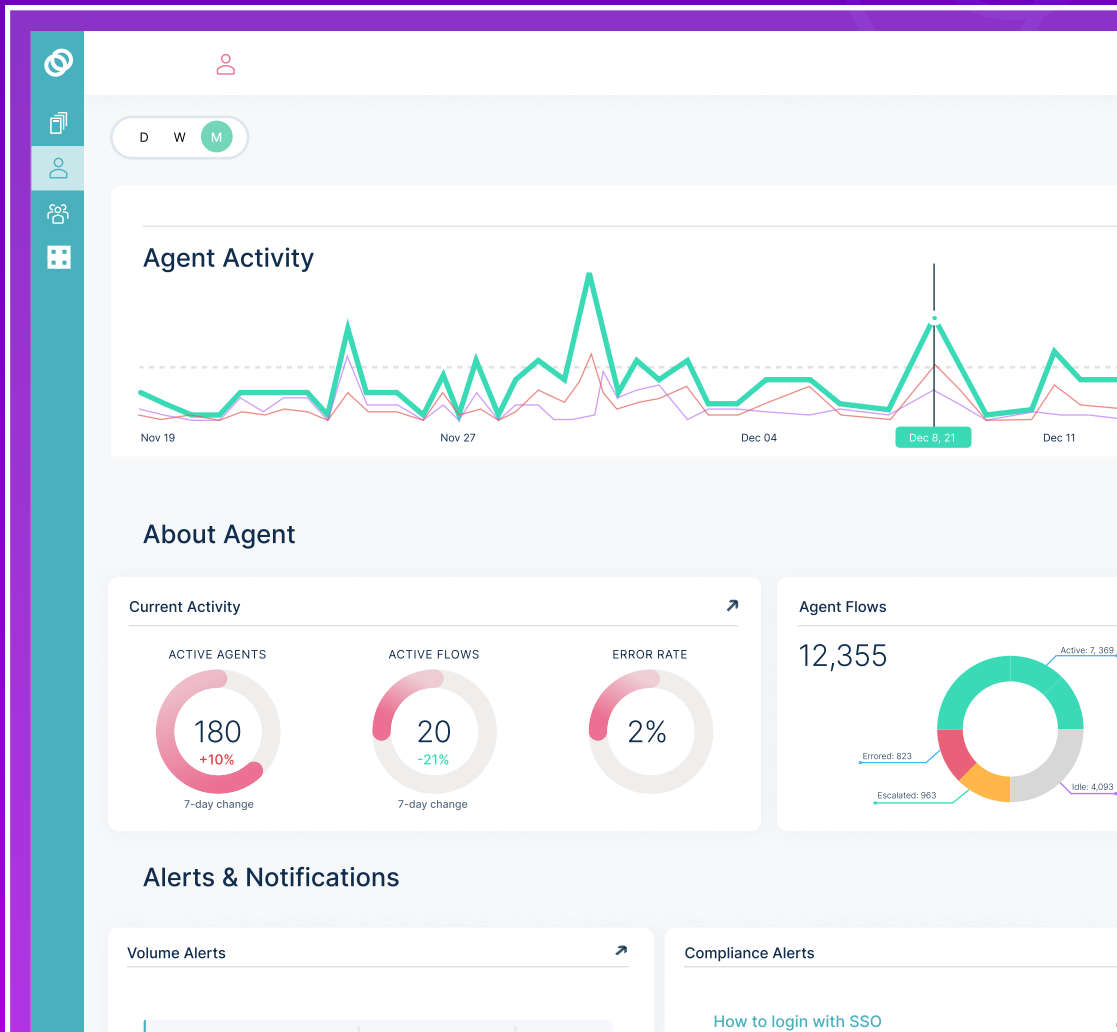


AI-Enhanced Agentic Studio for TheLoops Platform

TheLoops is a leading SaaS platform for Customer Support Operations Intelligence, empowering enterprise SaaS and CX teams with AI and predictive analytics to optimize support workflows. Trusted by some of the world's largest software companies, TheLoops delivers powerful backend AI capabilities, now enhanced with an optimized Agentic Studio experience that accelerates adoption and operational efficiency.



-- Challenges --

While TheLoops’ backend AI engine was already delivering strong predictive insights, the Agentic Studio interface, used by operations teams, AI composers, and agent users, needed improvements to make AI agent management more intuitive and actionable for their clients.

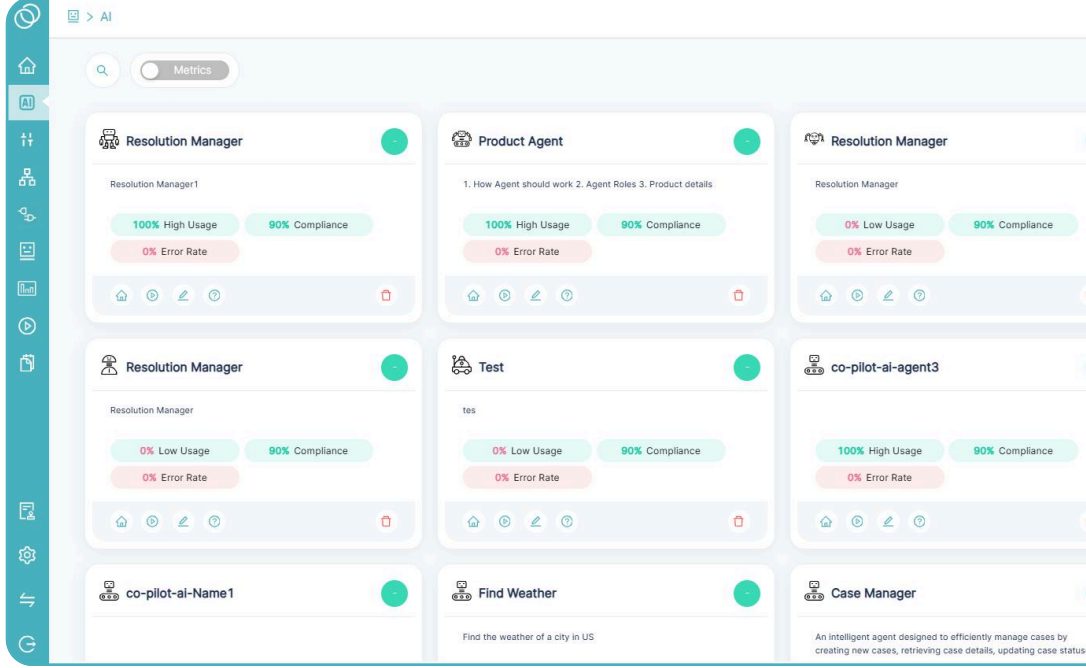
-- The Agentic Studio Faced --

- Complex monitoring and management screens that required multiple clicks and manual searches
- Inconsistent role-based visibility for different user types
- Deep, non-intuitive navigation for adding or modifying AI agent configurations
- Rigid integration widgets for CRMs, ticketing systems, and knowledge bases, making context switching slow
- No consolidated view for routing performance, skill-based configurations, and version history

These UI limitations led to higher onboarding friction, slower AI feature adoption, and increased dependency on engineering teams for configuration changes.

-- Solution Offered --

Invimatic partnered with TheLoops to deliver AI-optimized enhancements across the Agentic Studio UI, guided by user feedback, Jira-tracked improvements, and operational priorities. The goal was to create a seamless, role-aware interface that reduces friction, speeds up AI agent management, and boosts adoption.



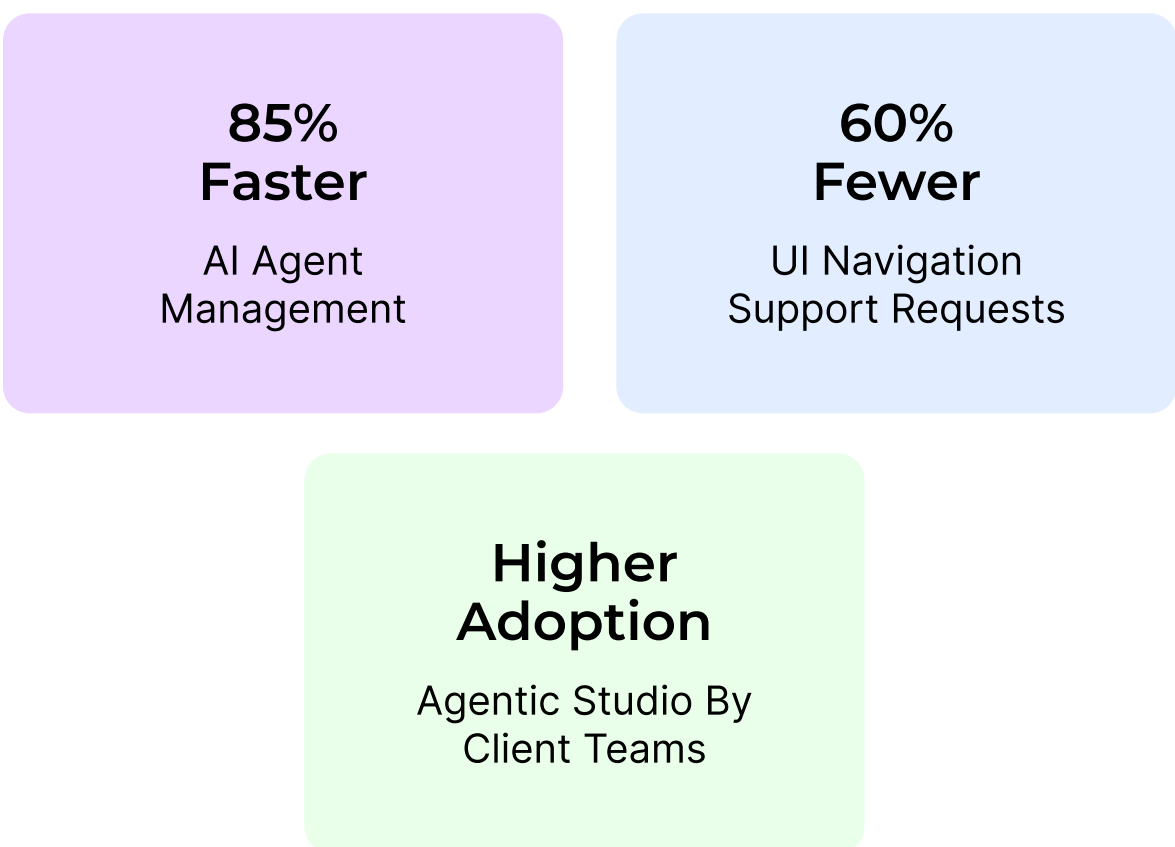
-- Our Approach --

- **Skills Tab for Teams:** Allowing managers to assign and track skill-based routing directly from the Teams page
- **Routing Intelligence Enhancements:**
 - Routing trail visualization per attempt
 - Display of routing scores and decision factors for transparency
- **Agent Monitoring Improvements:**
 - Repositioned monitoring tab for faster access
 - No-duplication listing of available agents
 - Version history view for each AI agent
- **Role-Based Experience:** Tailored interfaces for Agent Ops, Agent Composer, and standard Agent Users, showing only relevant controls
- **Integration Widget Redesign:** Compact, real-time widgets for CRMs, knowledge bases, and analytics integrations
- **UI Consistency Fixes:** Improved dropdowns, error messaging (e.g., 403 role errors), and styling consistency

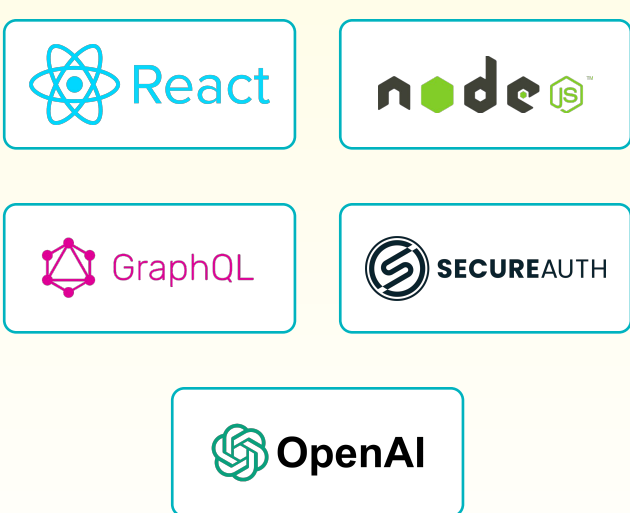
-- Results --

KPI	Before	After
Time To Locate And Edit AI Agent Config	5–7 Minutes	~1 Minute
Agent Routing Transparency	Low	High
Integration Widget Load Time	4–5 Seconds	2–3 Seconds
Role-Based Navigation Errors	Frequent	Rare

-- Impact Achieved --



-- Technology Stack --



-- Key Takeaway --

Thoughtfully designed UI enhancements can unlock the full potential of powerful AI backends, making them accessible to all user roles. Role-based interfaces reduce cognitive load, while transparent routing and real-time widgets empower users to take action faster. In Agentic AI environments, usability is a direct driver of adoption and ROI.