

Responsible AI-Agent as Your Dealer & Distributor Support

Always-on product support for your whole dealer network.
Even one wrong answer can erode trust.
You need AI with Accuracy - 24/7.

SITUATION:

Mid-market manufacturers depend on dealer and distributor networks. They sell, install, and support your products in the field. Your know-how supports these product installations. Be it detailed specs, warranty info, or guides, you need to be ready to answer any question. Dealers rely on your support team to keep selling and implementing your equipment. As your lines grow and the dealer networks expands, that support burden compounds. Offload your team, and get them the right answer every time.

PROBLEM:

Dealer support gaps create operational risk and erode customer confidence. Manufacturers face:

- Support calls can overwhelm your teams
- Inconsistent answers happen
- Dealers might misquote specs, install steps, or warranty terms to end users
- After-hours support is often critical
- New dealer onboarding can take weeks due to undocumented product knowledge
- Field installation errors traced back to inaccessible or outdated guidance
- Internal support staff pulled from higher-value work to handle repetitive Q&A

SOLUTION:

Get Composable Responsible AI-Agent access directly to your dealer / distributor portal. Your staff load precise, accurate answers into your Knowledge Graph AI. It creates a deterministic and sanctioned answer layer for your highest-frequency questions. Product specs, install sequences, troubleshooting guides, and warranty policies are answered with accuracy, grounded in your approved content.

Supporting documents: technical manuals, compliance sheets, parts catalogues, service bulletins, and regional regulatory requirements, are all loaded into Trusted Collections. It gives the AI-Agent deep contextual answers for complex inquiries. No external data. No hallucinations.

Your result is a governed, always-on support resource. Every dealer in your network can access it through your existing portal. That's 24 hours a day, across every time zone, offloading you internal team from repetitive Q&As.

Turn dealer support an always on, governed asset that never misquotes and never clocks out.



Dealer AI-Agent handles Questions like:

- Product specs, configurations, and compatibility questions
- Installation and commissioning procedures
- Step-by-step troubleshooting for field issues & fault codes
- Warranty terms, claims processes, and replacements
- Compliance, certification, and regulatory requirements
- Surfaces service bulletins and product updates
- Flags unknown Qs back for continuous improvement

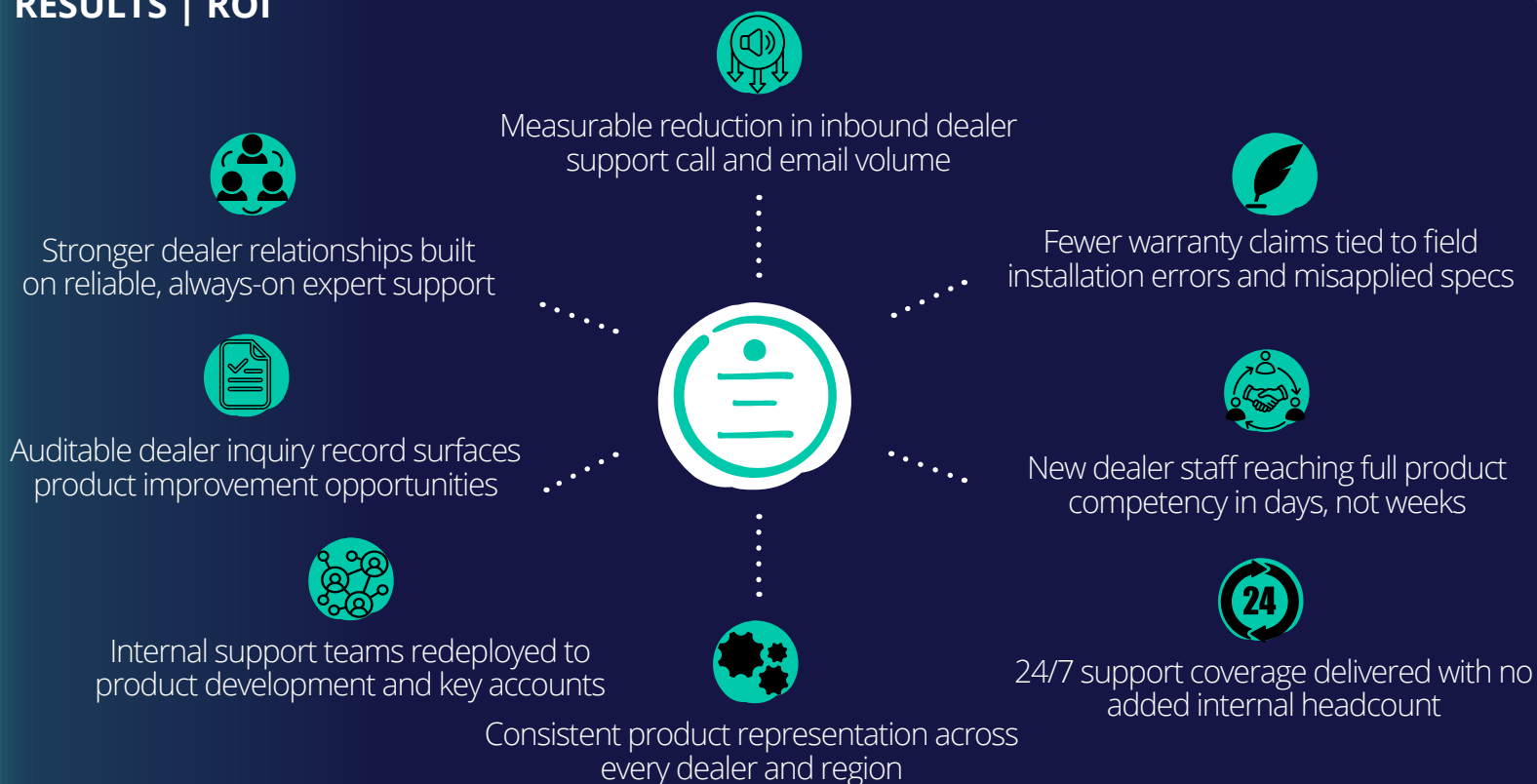
BUSINESS VALUE

Build Channel Support Capacity and Dealer Confidence:

- Auto answer repetitive support calls and emails
- Deliver consistent, accurate answers to every dealer
- Cut field installation mistakes and warranty claims
- Speed up onboarding. Days - not weeks
- Extend support coverage to evenings and weekends
- Control what information dealers can access
- Build a governed, auditable record of every dealer inquiry and response

AI Agents for Every Area

RESULTS | ROI



When it's got to be right it's got to be...

 kama.ai



inquiries@kama.ai



+1 (416) 275-1780



www.kama.ai