



CUSTOMER-SUPPORT WORKFLOW AUTOMATION

Pronomy - customer-support workflow automation

We help growing B2C teams automate recurring support work, starting with an agreed process such as cancellations, refunds, or subscription changes.

WHERE IT FITS**Repeatable work with clear ownership**

Requests repeat, company rules guide the decision, and account data or system actions are needed to complete the work. A responsible person on the client's side helps define and review the process.

A SIMPLE EXAMPLE**Refund plus renewal change**

A customer asks for a refund and to stop renewal. The workflow checks the account, payment, and approved policy. When permitted, it issues the refund and stops renewal; missing verification or an uncovered exception sends the case to a person.

Illustrative example; no live customer result is claimed.

HOW AN ENGAGEMENT STARTS**Agree, scope, test, then release**

We agree the request and success criteria, scope the required access and integrations, and test representative cases before an approved release.

HAVE A CLIENT OR WORKFLOW IN MIND?**Start a scoped conversation**

Tell us what the team handles repeatedly and which systems it uses. We can discuss whether there is a sensible starting scope.

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