omnie

omniecsr.com • +1 (844) 669-5068

FULLY MANAGED CUSTOMER SUPPORT

Real People. Advanced AI.

You pick your agents. We handle recruiting, training, QA, and daily management, backed by AI that resolves the routine instantly.

Get Started



Customer support, on demand

TRUSTED BY LEADING ECOMMERCE BRANDS

KODAK · JONES ROAD · FRYE · Mugsy · XMONDO · LINE FRIENDS · gardencup

SMARTER SUPPORT, MADE EFFORTLESS

One solution. Real people. Advanced AI.

omnie fuses advanced AI with ecommerce-savvy agents to power fast, on-brand customer experiences on any channel, any time.

Smart Automation, Human Backup

Instant resolutions, with agents ready the moment it matters.

Dedicated Experts, Hand-Selected

Brand-trained, CRM-certified, and always on.

One Voice, Everywhere

Omni-channel support, unified and on-brand.

End-to-End, Done For You

We build it. We run it. You scale.

BUILT FOR YOU, STAFFED BY US

Real partnership, powered by smart tools.

- **Dedicated agents.** Carefully selected, brand-trained, and CRM-certified, acting as an extension of your team.
- **CX managers included.** A dedicated manager focused on daily performance, coaching, and strategic improvements.
- **Tech that fits you.** Integrated with Shopify, Gorgias, Klaviyo, and more, so your tools work better together.
- **AI where it matters.** Automation handles repetitive tickets and routes complex ones straight to your agents.

POWERED BY PEOPLE, PERFECTED BY AI

Your experience, handled end-to-end.

- **Human-led, AI-enhanced.** Agents own the conversation while AI supports them with speed, accuracy, and insights.
- **Instant escalation paths.** Every ticket resolves quickly, with zero dead ends or bot loops.
- **Brand-aligned automation.** AI is trained on your tone, policies, and past tickets from day one.
- **Continuous optimization.** We review outcomes and evolve your support playbook over time.

WE WORK WITH

gorgias · klaviyo · shopify · recharge · zendesk · and more!

PRICING

Flexible plans that scale with you.

OPTIONAL ADD-ON OR STANDALONE

Live Agent Support

AS LOW AS

$7.95 /hr/agent

- Brand-trained, dedicated agent(s)
- Global coverage including North America

$95 management fee includes:

- Setup & software implementation
- Customer Success Manager
- Recruiting, training & QA

\+ TOGETHER IS BETTER

OPTIONAL ADD-ON OR STANDALONE

omnieAI

AS LOW AS

$0.90 /automated ticket

- AI trained on your brand tone & policies
- Available on chat, email & social
- Handles full ticket resolution
- Shopify actions & smart product recs
- Built-in fallback to human agents
- Analytics & reporting

WHY OMNIE WORKS

Seamless support, built for you.

MONTH-TO-MONTH

Scale support up or down. No long-term contracts, no lock-in.

BRAND-TRAINED SUPPORT

AI and agents mirror your tone, workflows, and voice from day one.

GLOBAL COVERAGE

24/7 support from North America and beyond, multilingual included.

FULLY MANAGED SETUP

We handle onboarding, integration, management, training, and QA.

Ready to elevate your customer experience?

Let's start your omnie experience. Real people, advanced AI, fully managed.

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Get Started