

AI-Powered Support Glow Up: How K1x Achieved a 500% Higher Ticket Resolution Rate with Maven AGI

9/10/25

80%

of tickets resolved by Agent Maven™ almost always under three minutes

10x

more support tickets solved vs. prior AI agent

6x

improvement in AI agent resolution rate, with a NPS of +40, enhancing product-market fit



Dennis Dube
SVP OF REVOPS

“Maven is all functional, not theoretical. They offered a real solution to our problems and proved it to us in real time.”

Learn how K1x used Maven AGI’s intelligent automation to build a scalable support system that keeps pace with rapid company growth.



About

A Fast Company *Most Innovative Companies 2025* honoree, K1x is building THE intelligent tax infrastructure for the private markets. The company’s patented, AI-powered SaaS platform automates the extraction, distribution, and processing of tax data from complex documents like K-1s, 1099s, and 990s—delivering not just tax compliance, but tax insights for more than 40,000 organizations.

Challenge

Building a Support System That Scales with Growth

K1x is renowned for helping tax professionals process complex IRS forms in under 12 seconds. But while the product delivered high speed and accuracy, its support function needed to match the company’s 60% year-over-year growth pace.

As SVP of Revenue Operations, Dennis Dube was responsible for ensuring support scaled alongside revenue, but knew the real expertise lived with the frontline. In fact, the K1x support team had already built a robust help center with over 350 articles that captured and organized their knowledge into a scalable, self-serve resource. However, they also wanted to give customers the option to instantly surface these helpful answers without having to read through the documentation.

While early chatbot tools seemed like the best bet, they could only handle about 15% of inquiries. Rather than easing the load, these stopgap solutions added another layer of work as the team stepped in to cover what the chatbot couldn’t resolve.

“Between hand-holding the chatbot through common questions and picking up its slack in the ticket queue, we were spread thin.”

— Dennis Dube

In addition to the automation of common questions and requests, K1x wanted clear, high-level insights into what users were actually asking. Unfortunately, the existing tool’s limited reporting made it difficult to identify recurring pain points or spot trends. Dennis’ team needed the data to know with certainty what worked and what didn’t.

So, Dennis looked for something smarter. His checklist was clear:

- Keep users in flow
- Unlock the full value of their vast knowledge base
- Give the support team time to breathe

He began searching for a truly intelligent AI solution that would integrate seamlessly with K1x’s existing systems.

Their existing provider offered a premium AI solution, but it came with a steep price tag that cost as much as hiring another full-time support rep. Other vendors he considered simply repackaged the same chatbot workflows and called them AI. That’s when Maven AGI entered the frame.

Solution

Moving From Reactive Chatbots to Proactive AI Support in Just One Week

Maven AGI delivered exactly what K1x needed, and then some.

It took just one week to integrate Agent Maven™’s platform-powered conversational AI into K1x’s platform and sync all 350+ help center articles. From day one, customers could get immediate, contextual answers inside the app, without searching through articles or debating whether to open a ticket. The “instant answers” feature surfaced both searchable content and ChatGPT-style AI responses, turning static documentation into an interactive experience that led to actual resolutions.

The quality of those answers mattered just as much as the speed. Agent Maven™ understands intent, interprets technical nuances, and provides customers with step-by-step guidance for complex K1x workflows. While the company’s previous solution offered vague replies, this intelligence seamlessly surfaces what they’re looking for without breaking their stride.

For the support team, the change was just as dramatic. Repetitive tickets that once flooded their queue virtually disappeared, eliminating the “hand-holding” that had tested their bandwidth. Reps were suddenly free to focus on higher-value work like refining content, collaborating with the product team, and exploring new AI-driven initiatives.

Dennis even reallocated budget to a service operations role that strengthened internal systems, which “wouldn’t have been possible without Maven.”

Visibility improved, too. With Agent Maven™, K1x has access to clear data, commonly asked questions, and trends to identify where users need more support and inform long-term product decisions.

Best of all, the Maven team stayed involved after launch, partnering with K1x on prompt optimization and brainstorming new workflows. They didn’t just hand over a tool. They became an extension of the team, even helping agents build AI skills that make them more valuable for the company today and in the future.

“Using Maven AGI has helped our support agents build new skills. It makes them invaluable to us internally and more competitive in the market as a whole.”

— Dennis Dube

Results

Exceeding on All Fronts and Solving 10x More Tickets than previous systems

With Agent Maven™ fully up and running, K1x customers have experienced measurable improvements::

- 80% of tickets resolved by Agent Maven™, almost always under three minutes
- 10x more support tickets solved vs. prior AI agent
- 6x improvement in AI agent resolution rate, with an NPS of +40, enhancing product-market fit

“I was skeptical. I didn’t think we could get anywhere near an 80% resolution rate, but Maven more than delivered on what they promised.”

— Dennis Dube

Maven AGI gave K1x what many AI solutions promise, but few deliver: better customer experiences and more time for the team to do high-impact work. The result? Faster and smarter support that has cleared the path for both users and the team supporting them.

“It’s what every SaaS company wants: high customer growth with flat and even falling support tickets. With Maven, we scaled service at the same pace as revenue, not headcount.”

— Dennis Dube