

LLM Customer Support Agent MVP

Comparable to: LLM Support Agent

A grounded customer-support assistant that answers from your knowledge base and escalates to humans when needed.

Estimated MVP cost

\$14,123

Estimated effort

253 hours

To get your own customised cost for an app like this, visit www.chatstack.app and start a ChatStack interview describing how you want it customised.

Key Features

- RAG over help centre and internal docs
- Cited answers with source links
- Human handoff and ticket creation
- Conversation history and feedback
- Admin analytics on deflection rate

Out of Scope for This MVP

- PII handling policies
- English-only MVP
- Voice channel deferred

Full Cost Breakdown

Item	Hours	Cost
Support chat widget, RAG pipeline, agent console, and ticketing integration.	162	\$8,910
Planning	18	\$980
Project Management	15	\$802
Testing	8	\$446
DevOps	6	\$356
Design & Frontend Build	21	\$1,158
AI Tokens	0	\$223
Security	8	\$446
Risk (10% Contingency)	15	\$802
Total	253	\$14,123

Estimate Assumptions

- Runtime LLM costs billed separately.

Risks That Could Change

This

- Knowledge base quality affects answer accuracy.

User Stories

US-1 - Customer

As a customer, I want instant answers from the chat widget so that I do not wait for an agent.

US-2 - Support Agent

As a support agent, I want to take over conversations when the bot cannot help.

Requirements

FR-1 - Support Chat

Deliver grounded chat with escalation to human agents.

Requirements Assumpti

ons

- Standard secure authentication and English-only MVP.

Technical Specification

TS-1 - RAG

Hybrid retrieval with re-ranking over indexed help content.

Technical Assumptions

- Supabase Postgres with RLS where applicable.

- Hosted on Vercel or AWS.

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This is a starting estimate for a custom-built MVP,

designed
and built
from
scratch.
You own all
the code
and IP with
no platform
lock-in.
LLM
Support
Agent is a
trademark
of its
owner;
ChatStack /
App
Developer
Studio is
not
affiliated
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endorsed
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