

Press Release

Typewise launches Nova, an AI Operator that runs and improves customer-service AI 24/7

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Typewise's own research found 81% of customer service teams still run AI as disconnected tools. The company argues the reason is that keeping AI working has quietly become a full-time job. Nova does that job itself.

ZÜRICH, 10 September 2026 — Typewise today launched Nova, an AI Operator that builds, runs and continuously improves a company's AI customer experience team. Nova monitors its own agents, tests changes and tunes them without an AI-operations specialist, the role that has kept this technology inside large enterprises.

Nova is not another customer-facing AI agent. It operates the system behind the agents: keeping their knowledge, instructions, workflows, evaluations and guardrails current as the business changes. Companies therefore delegate the ongoing AI operation, not just individual customer conversations, to Nova.

Nova's agents resolve customer requests end to end across email, chat and WhatsApp rather than deflecting them to a help article. The same agents answer pre-sales questions and guide customers inside a product, so the work is customer experience rather than ticket deflection. Nova runs on top of the tools a team already uses, including shared inboxes, Intercom, Zendesk and Shopify, and hands a conversation to a person the moment one is needed.

Typewise's 2026 Agentic AI Index, a survey of 207 customer service agents across the US, UK and Germany published in March 2026, found that 81% of customer service teams still operate AI as a set of disconnected tools rather than a working system. The tooling that would connect them, including prompt management, evaluation, monitoring and retraining when the business changes, is where the work goes. Large enterprises hire for it. That operating burden helps explain why many smaller teams' AI pilots stall.

Nova removes the role. A team describes its business in plain language, connects its existing systems, and watches Nova draft replies alongside its own people before handing over the request types it trusts. From then on, Nova evaluates its own output, tests changes against it and adjusts. The first use case can be live in minutes rather than requiring an implementation project, though most teams widen the mandate over days as the numbers earn it.

Early customers are already running on it. HealGreen, a Hamburg-based telemedicine platform that connects more than 120,000 patients with doctors and licensed partner pharmacies, moved its customer service to Typewise and went from contract to live in days. AI agents now handle 70% of its incoming inquiries across email, chat and WhatsApp, and fully resolve 75 to 85% of those, depending on channel and intent.

“Once you offer WhatsApp as a channel, clients naturally expect more than just inbound messaging. They want a seamless experience. We needed a platform that could orchestrate all our channels intelligently. The ability to connect our existing systems and databases directly with Typewise was a game-changer. Nova, the AI Operator, made the onboarding incredibly fast, allowing us to go live in days.”

Hendrik Knopp, CEO, HealGreen

“Every company that deploys AI agents creates a new operations job: someone must monitor them, update their knowledge, test changes and decide when they are ready for more responsibility. Nova is that 24/7 operations team. Companies delegate the operation to AI itself while keeping control over what it is allowed to do.”

David Eberle, CEO and co-founder, Typewise

Nova runs on the platform Typewise already operates for enterprise customer experience teams across Europe. After evaluating an established platform, international consumer-health company Beurer selected Typewise. Today, 65% of incoming inquiries are resolved fully autonomously, with a resolution rate above 90% on those cases. For requests still handled by people, average handling time has fallen from 12 to 6 minutes.

Customer data can be hosted in Europe or the United States. For European customers, data stays in Europe. In both cases, Typewise operates with LLM zero data retention, and customer data is never used to train anyone's model. At HealGreen, Nova proactively flags and improves GDPR-critical settings, so compliance is maintained continuously rather than configured once.

Nova charges for outcomes rather than seats or conversations: a full resolution counts as one, a partial resolution as a half, and an unresolved request costs nothing. During launch week, new accounts receive 1,000 resolution credits and three months with no base fee.

Nova is available today at <https://typewise.app>.

About Typewise

Typewise builds an AI agent platform for customer experience that manages itself. Founded in Zurich in 2020 by David Eberle and Janis Berneker and backed by Y Combinator (S22), it proved its technology with enterprises across Europe including Unilever, Polaris and Superhuman, and with Nova makes the same technology available to teams of any size. More at <https://typewise.app>.

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Press kit, product screenshots, founder photography and the full 2026 Agentic AI Index: <https://typewise.app/press>