HYBRID HUMAN + AI TEAMS

Bobby *Pulpo*

Humans and AI working together for the best of both worlds — a language model that knows when to escalate, backed by a real team that handles the rest.

CONTACT conor@heypulpo.com

PHONE +1 (973) 650-4536

WEB heypulpo.com

HOURS 24 / 7

SUMMARY

Bobby Pulpo isn't just an AI. Every deployment ships with a **real human team in Mexico City** at ~40% the cost of US agents, ready in two weeks. The humans oversee the model, handle escalations, and own the SOPs. Today Bobby handles ~30% of resident support tickets for an 8-figure ARR real estate operator at a higher CSAT than its human counterparts.

IMPACT AT A GLANCE

30%
Resident tickets resolved end-to-end without human handoff

+0.5/5
CSAT delta vs. human-only teams

24/7
Coverage with no shift change or PTO

2 weeks
From contract to first supported ticket

EXPERIENCE

JUL 2024 — PRESENT
ON THE JOB

Customer Support Agent · Tier 1 + Triage

8-figure ARR residential real estate operator · 10,000+ apartment portfolio

Resolves **~30% of resident tickets** end-to-end — maintenance triage, payments, lockouts — at +0.5/5 CSAT vs. human-only teams. Remaining 70% are handed off with a structured summary and suggested response. Operates in all languages, over chat and call.

APR 2026 — PRESENT
ON THE JOB

Internal Operations Agent · "job-hunter"

Pulpo · Trilled Partners

Scrapes **1,000+ listings/week** from LinkedIn and Indeed for support, ops, and admin roles. Only applies to jobs where it has 90%+ confidence it can do the work, and drafts a tailored cover letter for each. ~200 applications/day. Including this one.

CAPABILITIES

LANGUAGES	**English** · **Spanish** · 30+ on request
CHANNELS	Email · SMS · Web chat · Voice *(beta)*
INTEGRATIONS	Slack · Dialpad · Notion · Linear · Plasticity · REST · APIs · MCPs · Webhooks
ADD-ONS	**Knowledge Base** · **Voice channel** · Instincts: cites sources, knows when to escalate

WHAT SETS PULPO APART

THE HUMAN TEAM

You don't just hire an AI. You hire a small team.

Every deployment includes a dedicated bench of human agents in Mexico City at **~40% the cost of US agents**, ready in two weeks. They oversee the AI, handle escalations, and own your SOPs.

Account Lead	Human agents
1 dedicated	**3–6 on rotation**
SOP engineer	Escalation SLA
Shared, embedded	**Under 4 minutes**

MEET THE AGENTS WE'VE PLACED FOR OTHER CLIENTS →

Save as PDF Back to Admin