Expert.ai Email Management

Input

1 Capture unstructured text from customer communications via email, forms and attachments

Insight

knowledge graph

2 Analyze email content to understand intent, sentiment, and extract relevant data

GEO
MEDIA
CUSTOM

taxonomy

3 Automate categorization based on custom taxonomies

rules engine

4 Apply rules to route to the most appropriate resolution team or send an automatic reply to standard questions

Output

5 Integrate extracted language data directly with CRM, RPA, and BI systems for process automation via API
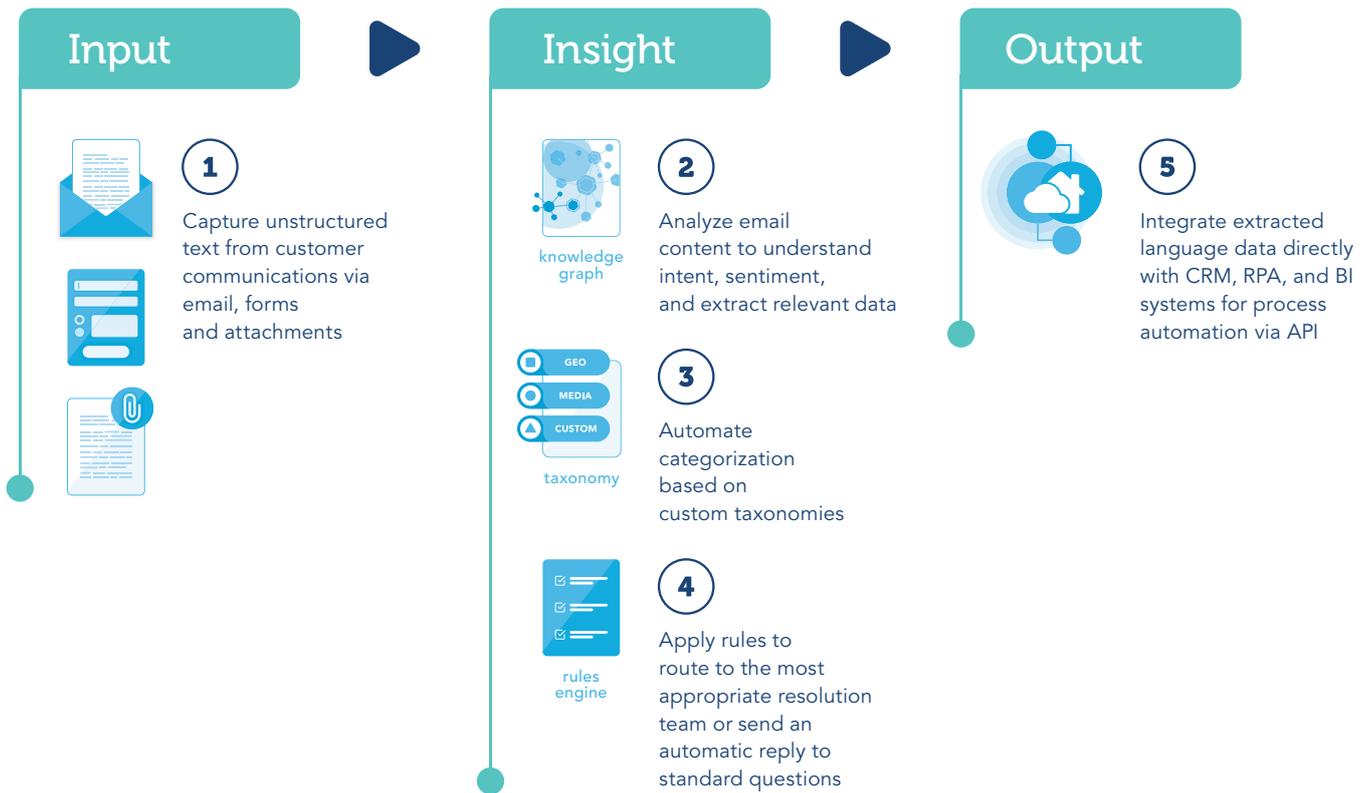
Fast response is key to keep customers and employees satisfied and processes efficient. Automating the triage of incoming email can drastically reduce your time spent reading and processing them one by one, redirect your efforts to more important tasks and bring efficiency to back-office processes. Expert.ai technology can automatically understand the meaning, context, sentiment, and urgency of the information within emails and attachments the same way a human does, but much faster and with very high levels of consistency and accuracy.

To streamline the email management, expert.ai offers advanced, out-of-the-box natural language understanding (NLU) capabilities that address common use cases and can be easily customized to your specific needs. Through AI-based NLU, expert.ai can analyze and organize the increasing number of email inquiries from internal and external customers that require a response.

Use expert.ai Email Management for:

- Customer service requests in Banking, Insurance, Utility, telecommunications and e-Commerce

- Employee IT Helpdesk support requests

- B2B software customer technical support

Key Features

- Build custom classification and routing responses for different types of requests
- Monitor and manage one or multiple accounts that matter for business goals
- Analyze and classify each email based on customized taxonomy and specific requirements
- Discovers the sender's intention (i.e., whether the incoming message is a complaint, support request or request for information), expressed using everyday language
- Extract relevant entities and information (name, address, product or service name etc.) mentioned in the email's subject, body message and also attached files to enrich the corporate knowledge
- Analyze and segment the email threads to make the processing more accurate
- Identify the sentiment to interpret what people are feeling via their language (for example in a customer complaint communication)
- Identify the most urgent or potentially critical emails
- Route automatically the emails to the most appropriate experts, RPA, CRM, or trouble ticketing systems
- Send an automatic reply to more recurring and standard questions or propose a reply message to be validated from the team for more complex questions
- Leverage customer analytics and gain valuable insight from email communications

Key Benefits

- **Improve e-mail backlog and response times**
  Thanks to the 95%+ accuracy for classification, routing, and responses, teams can more efficiently manage customer communications and focus on providing better answers.

- **Accelerate the application of RPA to knowledge-based processes**
  Process 100% of emails automatically and enable the integration between RPA bots and customer communications to reduce manual activities and extend the reach and accuracy of automation to more complex processes and use cases.

- **Reduce misclassified emails**
  A deep understanding of meaning, customer intent, and context gets users to their desired outcome faster, improving customer satisfaction, engagement, and retention.

- **Identify trouble ticket trends**
  Gather insights and use semantic analysis of e-mail topics to identify trends and potential quality gaps.

- **Prioritize response based on customer frustration**
  Use sentiment analysis to identify frustrated customers who are likely to churn and automatically route them to retention specialist.