

Effective Email Management with AI-based NLP



Why NLP Is Critical for This Process

Unstructured semantic-rich text in emails requires significant repetitive manual work to divide emails for different purposes and extract relevant information from body texts and attachments with care.

Natural language processing 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.



Pain Points



Email Management Automation Productivity Gains

Reveal Group estimates that, for a customer service team handling **10,000 monthly inquires**, the annual automation and **productivity savings** would be **\$468,750**.^[1]



Reduce customer service backlogs and improve satisfaction with:

- Customer service requests in Banking, Insurance, Utility, Telco and e-Commerce
- Employee IT Helpdesk support requests
- B2B software customer technical support tickets

Where to Use Email Management

How AI Helps

Through AI-based NLP, expert.ai can automatically analyze and organize the increasing number of email inquiries from internal and external customers that require a response to bring efficiency to back-office processes.

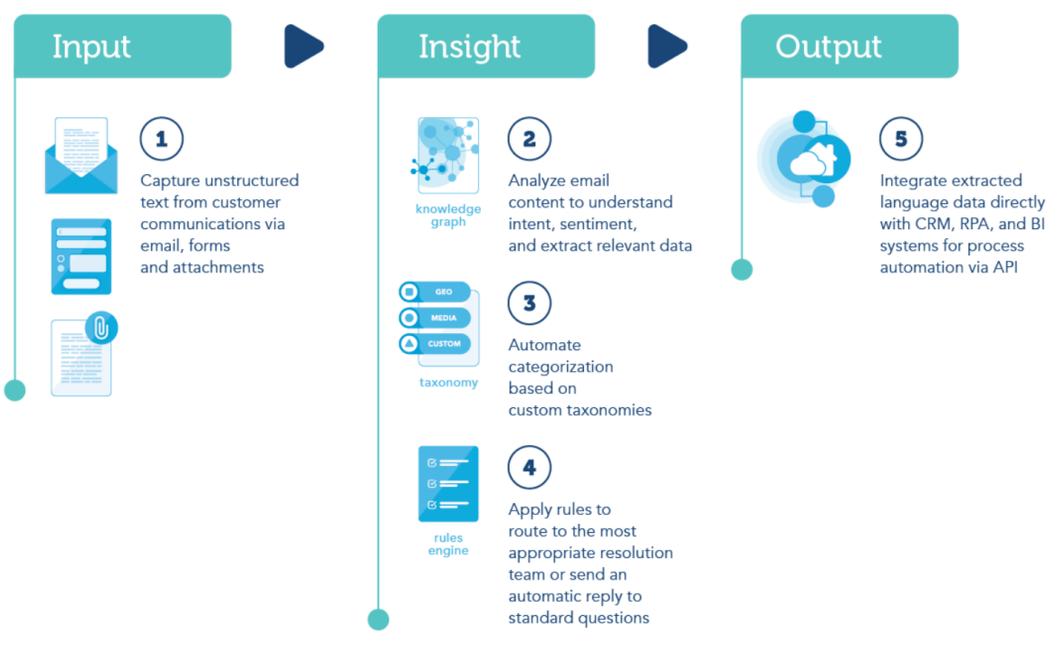


Forrester Research Tip to Digitize Customer Service

Forrester Research suggests companies looking to improve their email customer service experience:

“Introduce automation to deflect repetitive, low-value work. Use intelligent automation to prioritize inbound messages based on intent and route them to the right skilled agent queue.”^[2]

Accelerated expert.ai Process



Benefits

- Improve Email Backlog and Response Times
- Reduce Processing Time and Repetitive Tasks
- Focus on core customer service tasks like answering the question
- Analyze email topics for trends and quality gaps
- Accelerate the application of RPA to language-based processes

+95%

Accuracy for email categorization

70%

Faster email handling

\$1M+

OPEX Savings

“By leveraging expert.ai’s cognitive capabilities, we can effectively access and understand unstructured information streams to improve and scale our operations while delivering an excellent customer experience.”

Rabobank

[1] Assessing the Payback on NLP + RPA Investments (Reveal Group)
 [2] How To Reinvent Customer Service To Be Digital-First (Forrester Research)



Expert.ai (EXAI:IM) is the leader in AI-based natural language software. Organizations in insurance, banking and finance, publishing, media and defense all rely on expert.ai to turn language into data, analyze and understand complex documents, accelerate intelligent process automation and improve decision making.

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