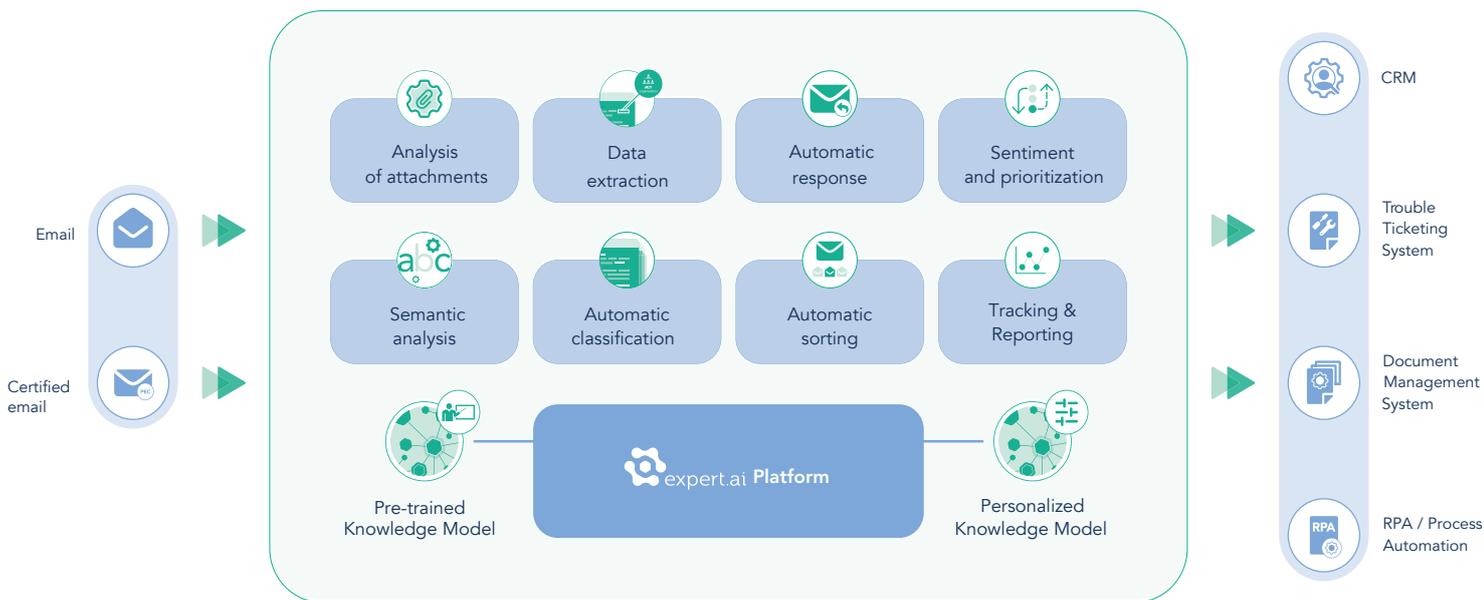


Expert.ai Email Management



Email is a key communication channel in many business processes. Customer service, order processing, complaint handling, technical support and supplier relations are just a few examples of activities where artificial intelligence can streamline processes, reduce operational costs and increase customer satisfaction when applied to email management.

Automating the triage of incoming email can drastically reduce the time necessary to read, understand, sort and respond to each message. By eliminating the many manual and repetitive tasks associated with email management, teams can focus on more important, high-value tasks.

By simulating the capabilities of a human operator through pre-trained or customized Natural Language Processing (NLP) models, expert.ai's artificial intelligence solution automatically understands the meaning, context and urgency of the information contained in emails and attachments. Expert.ai's intelligent language understanding models are ready to use and easily customizable to the requirements of your domains and specific processes and adaptable to a wide variety of use cases.

Use expert.ai Email Management for:

- Information, service and support requests from customers
- Order processing, complaint handling and supply chain communications
- Employee IT Helpdesk support requests



Today, thanks to expert.ai's Artificial Intelligence solution, all of our customer relations centers in the Netherlands benefit from a much more reliable and accurate email management process, with 100% of emails being automatically processed by the platform.

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Key Features

- Automatically capture and analyze messages and attachments, including certified mail
- Analyze and classify each email based on customized taxonomy and specific requirements
- Discover the sender's intention for incoming messages (compliance, requests for support or for more information) expressed in everyday language
- Extract relevant entities and information (name, address, product or service name, etc.) mentioned in the email's subject, body message and attached files to enrich the corporate knowledge
- Identify the sentiment of communications to interpret how people are feeling (in complaint emails, for example)
- Identify priority/urgency levels of emails to speed up escalation processes
- Automatically forward and sort emails to the correct function (RPA, CRM or trouble ticketing systems) based on specific elements, such as sender, recipient, CC, email subject or email category (spam, etc.)
- Send automatic responses to the most frequent requests
- Collect statistical information through analysis of indicators, such as number of emails processed, type of requests handled, type of actions performed (forwarding, automatic response, etc.)

Key Benefits

- **Improve email backlog and response times**
Teams can manage customer communications more efficiently and focus on providing faster, better responses thanks to the expert.ai solution that classifies, routes and responds with 95% accuracy.
- **Apply Robotic Process Automation to manage complex documents**
With 100% of emails processed automatically, the manual workload is greatly reduced. Integration with RPA tools extends automation to more complex processes and use cases.
- **Reduce critical issues due to manual handling**
Thanks to AI that identifies the intent and context of each message and attachment, there is a reduced risk of incorrect sorting, backlogs and reminders due to mishandling.
- **Identify trouble tickets**
With semantic analysis identifying the priority and urgency level of emails, teams can quickly intercept critical issues and speed up escalation processes.
- **Prioritize response based on customer frustration**
Highlight key positive and negative trends in email and react promptly to any quality gaps thanks to the solution's advanced reporting and analysis capabilities.



About us

Expert.ai (EXAI:IM) is a leading company 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.