



AI EMAIL AUTOMATION

Read, interpret and extract data from inbound mail queues

Current challenge

Managing **personal email** is a significant challenge in terms of individual **employee productivity**.

Now imagine the scale of the challenge in an organisation's **contact centre** and in **back office** operations.

Why not leverage best in class **Artificial Intelligence** which is now more than capable of performing these mundane, repetitive tasks?

Free up your Contact Centre and Back Office Operations Employees to focus on more **value-adding** work.

AI Email Automation allows



Increase operational efficiency
Process emails within seconds



Increase customer satisfaction
Customer queries and service requests are resolved faster



Available 24/7/365
Process emails around the clock



Increase employee satisfaction
Free employees to do more value-add work by automating the mundane repetitive tasks

EMAIL IS THE DOMINANT BUSINESS COMMUNICATION CHANNEL



Email

294 B Emails
154 B Business Emails
55% Spam per day



Chat

100 B WhatsApp
45 B WeChat
19 B SMS
8 B Messenger



Voice

12 B Calls
1 B Contact Centre Calls



Social

5 B YouTube
3 B Facebook
500 M Tweets
95 M Instagram



Blogs

8 M Blogs

The Solution

AI Email Automation automates all aspects of email and back end processing through:

- 1. Determining Intent:** The reason for the sent email e.g. service request, enquiry, complaint, updating of contact details to be used for routing, completion checks, and other.
- 2. Extracting Key Attributes:** Extract the key data values e.g. claim number, full name, (including handwriting) that you require from unstructured emails and any attachment document types.
- 3. Analysing Sentiment:** Conduct sentiment analysis to ascertain the emotional state of sender as input to prioritisation.
- 4. Additional Features:** Optical, Intelligent Character (handwriting) and Object Mark (checkbox) Recognition, Multiple Language Translation, SPAM Identification, Next Best Action, Prioritisation and Follow-up detection.

Email Automation



Lightblue Cognitive Solutions is an Artificial Intelligence consulting and software development house, delivering Intelligent Automation, Augmentation and Advanced Analytics solutions.

We specialise in Composite Application Development and Complex System Integration focussed on leveraging Artificial Intelligence to address our customers end-to-end Business Challenges.

Happy Customers



Automating Contact Centre Email



Assisting Employees and Contact Centre Agents



Assisting Public Health



Automating Salary Survey Benchmarking

[Read more](#) about Email Automation

ENQUIRIES

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