EMAILTREE.AI

Reply to Customers' Requests in Seconds!

Customer Service Hyperautomation

Increase Email Productivity

Improve Customer Service

Reduce Average Handling Time

Tasks Automation

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SOLVING A LARGE PROBLEM:
Time spent on text requests management ...

Global statistics

306B

Emails sent everyday

30%

From working time

Business professionals

2,5

Hours per day

83

Days per year

$10K

Lost / person / year untracked time

Customer service or support teams

5-6

Minutes per email

80-100

Emails per day

$40K

Cost / person / year

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In production since 2018

- **Increase customer satisfaction**
- **Better response time**
- **Reduce costs**
- **Increase sales**.

60% DECREASE

Average resolution time per email
Costs for customer service operations

1 min ☺

Average resolution time per email

25% INCREASE

Sales increase based on our own experience since 20th February 2018

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Our Solution

Example: automatic invoice generation + email response

EMAIL UNDERSTANDING

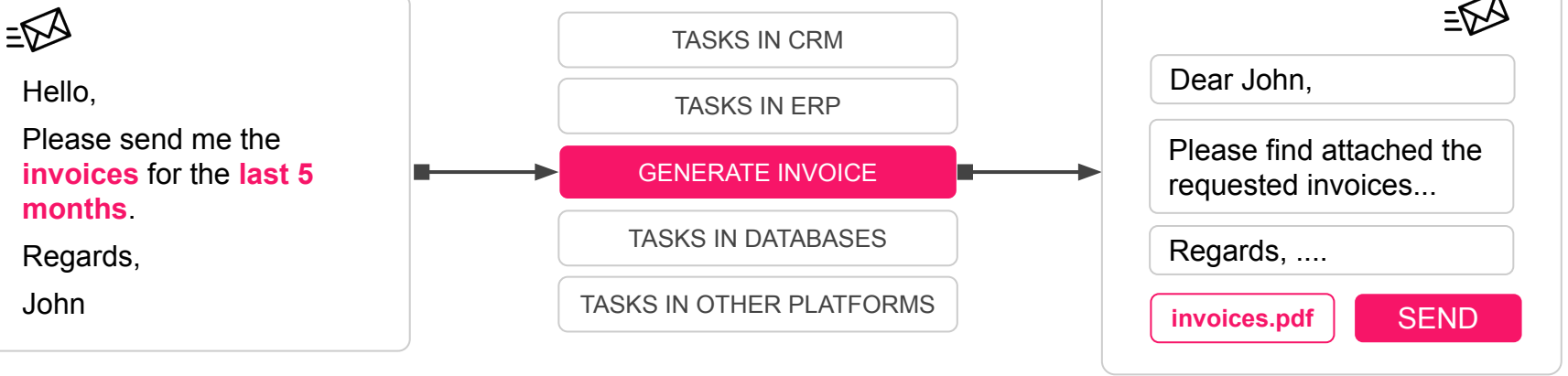
Using Machine Learning (ML), Natural Language Processing (NLP) and Artificial Intelligence (AI) technologies.

TASKS AUTOMATION

Using Robotic Process Automation (RPA) technologies and custom integration with clients' software/platforms/databases.

REPLY COMPOSITION

Generate personalised email composition by learning from the history of emails using ML & NLP, attach files. Human operator supervise and send the email in seconds.



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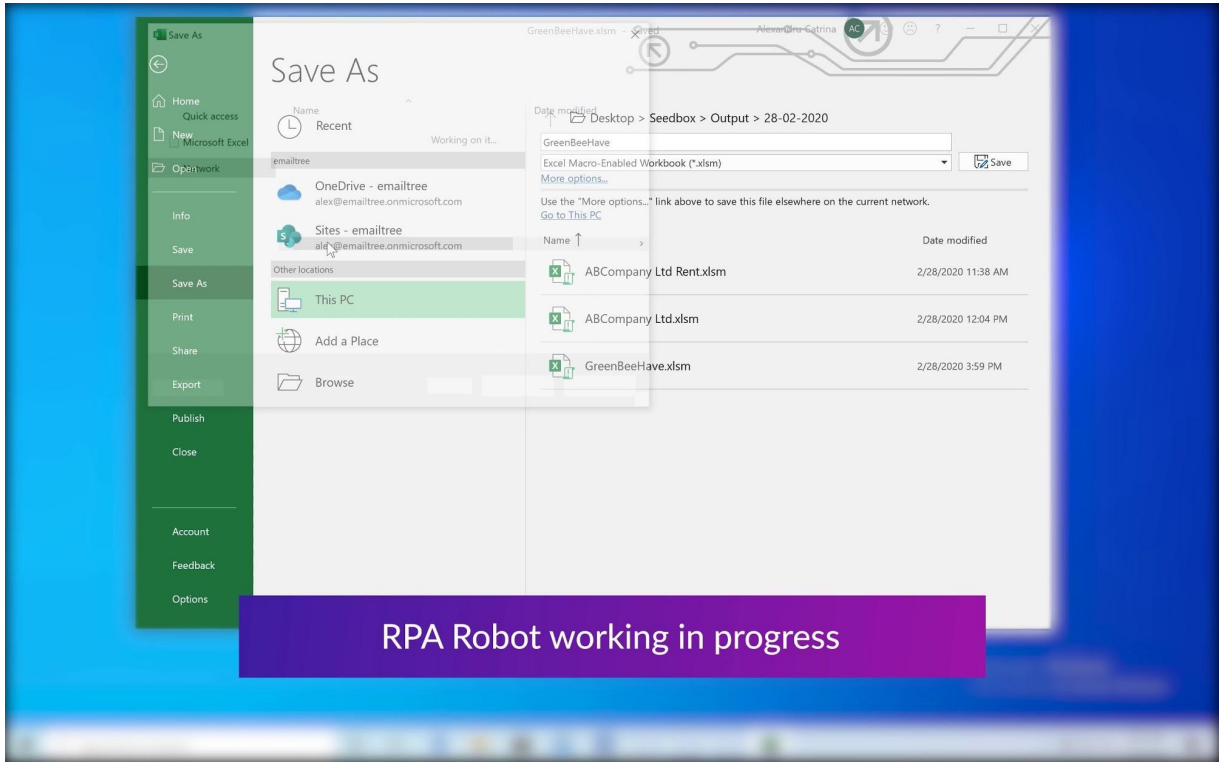
DEMO

EmailTree AI + UiPath Robot automatic workflow



EmailTree AI and UiPath Partnered to Empower Customer Service with end-to-end Automation

Available to be used in the UiPath environment by:

- ✓ 500+ business partners from UiPath
- ✓ 5000+ clients UiPath

https://emailtree.ai/news/uipath-partnership/

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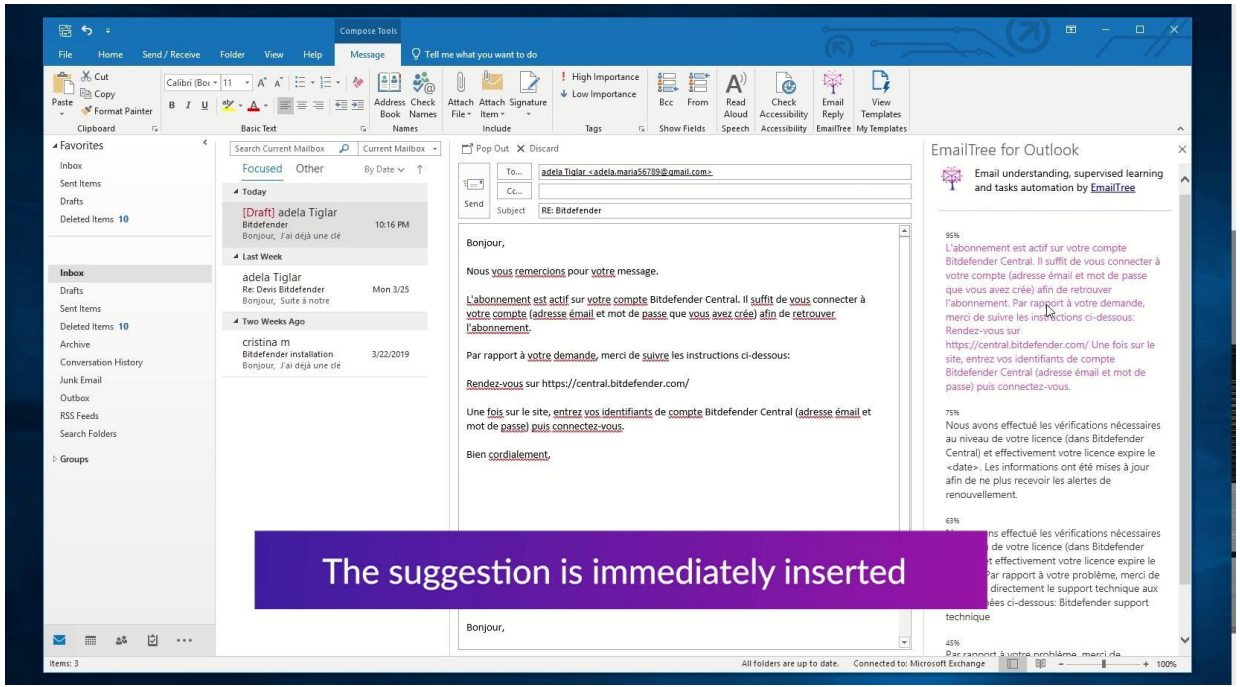
DEMO
Microsoft Integration



Microsoft

Integration with Microsoft Environment and Marketplace

Outlook Add-in

Microsoft Power Automate

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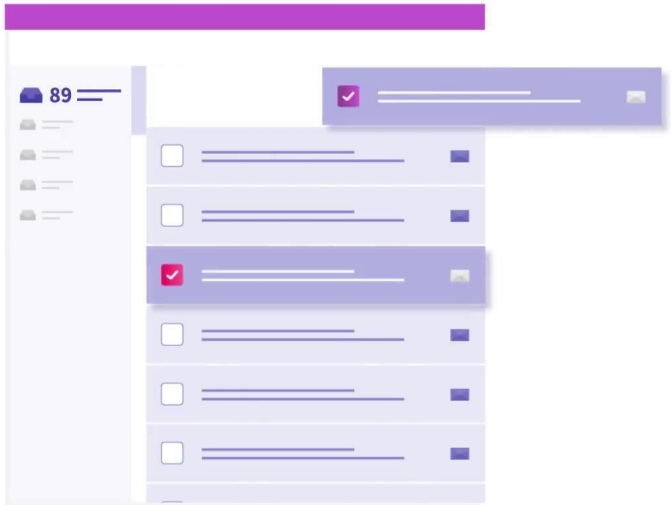
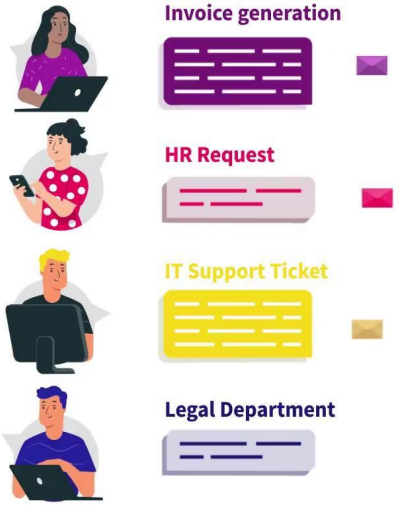
FEATURES

Automatic email classification and task assignment





- ✓ **Email classification** in specific sections/categories
- ✓ **Language detection**
- ✓ **Task assignment** to the most appropriate support team person/department to process the email request

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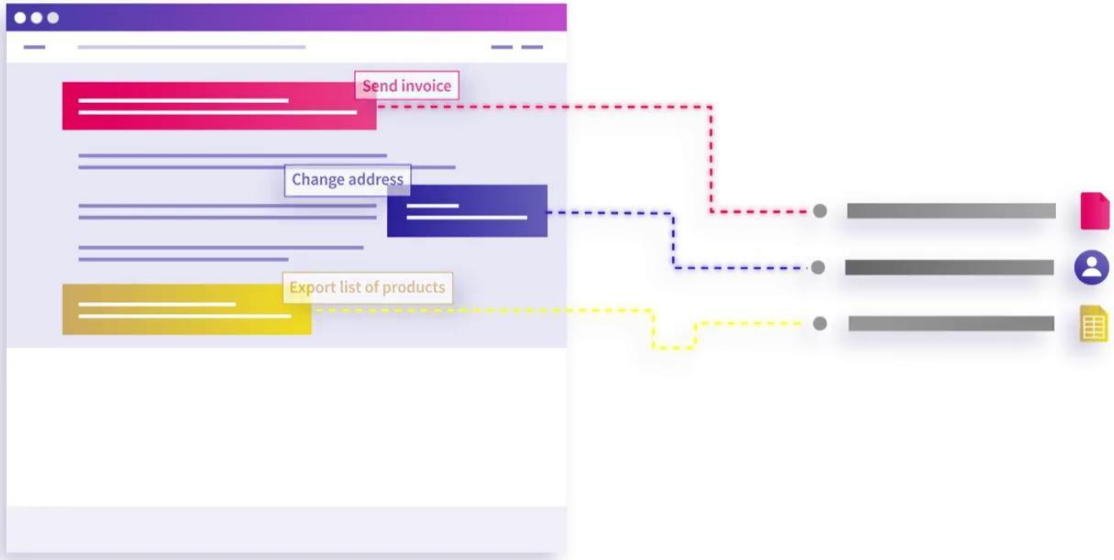
FEATURES

Tasks execution



- ✓ **Intent detection.** Detect customer request.
- ✓ **Named-entity recognition.** Information extraction to detect e.g. person names, organizations, specific variables etc.
- ✓ **Inputs extraction** to prepare necessary details and parameters to be sent as inputs to robots.
- ✓ **Job creation** to be dispatched to robots.
- ✓ **Automatic task execution.** Robots are launched to execute the tasks automatically across different software, platforms and databases.

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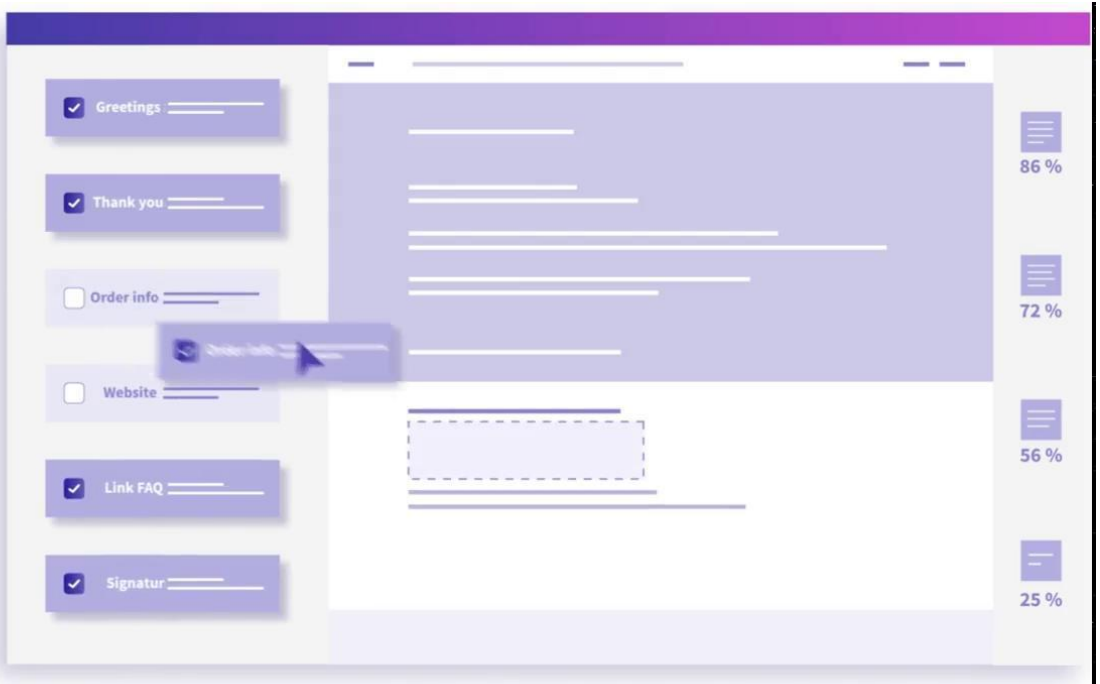
FEATURES

Automatic Reply Composition



- ✓ **Reply composition generation.** Using ML & NLP, EmailTree automatically generates suggestions of complete emails with different confidence levels.
- ✓ **Email adjustments.** The proposed emails can be easily adjusted by drag and drop of blocks of text.
- ✓ **Human operator final control.** The human operator performs the final control and adjusts the email to be sent.

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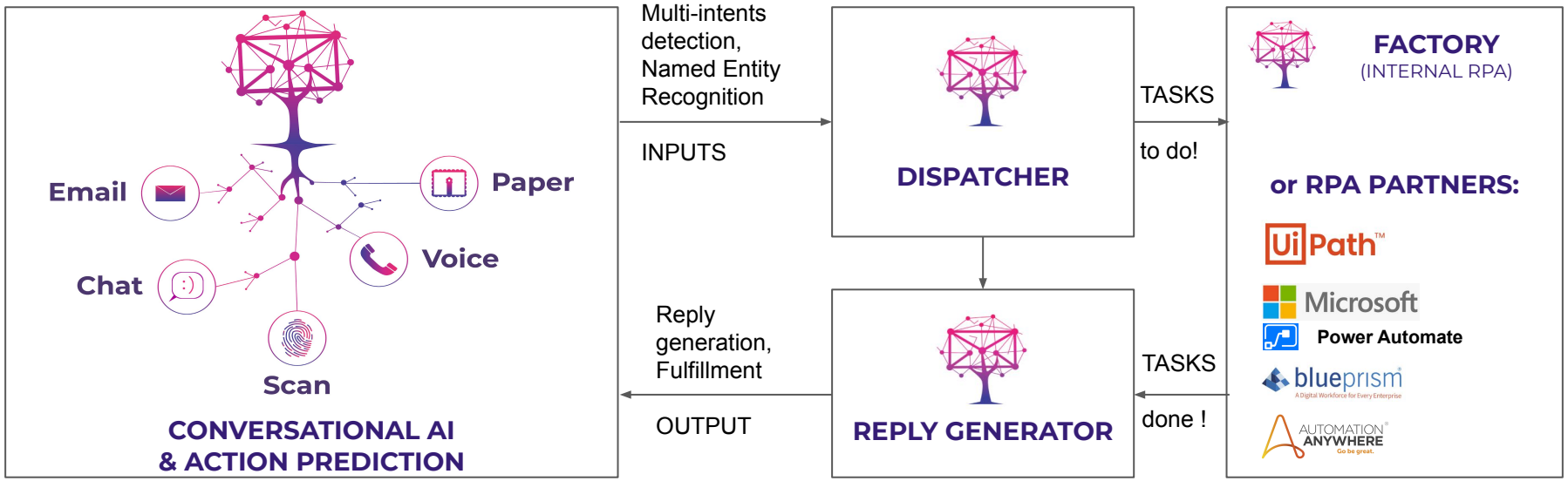
A complete & real end-to-end flow, to solve a text request!



EMAILTREE.AI grows:

AUTOMATIONTREE.AI >> We Feed Robots!

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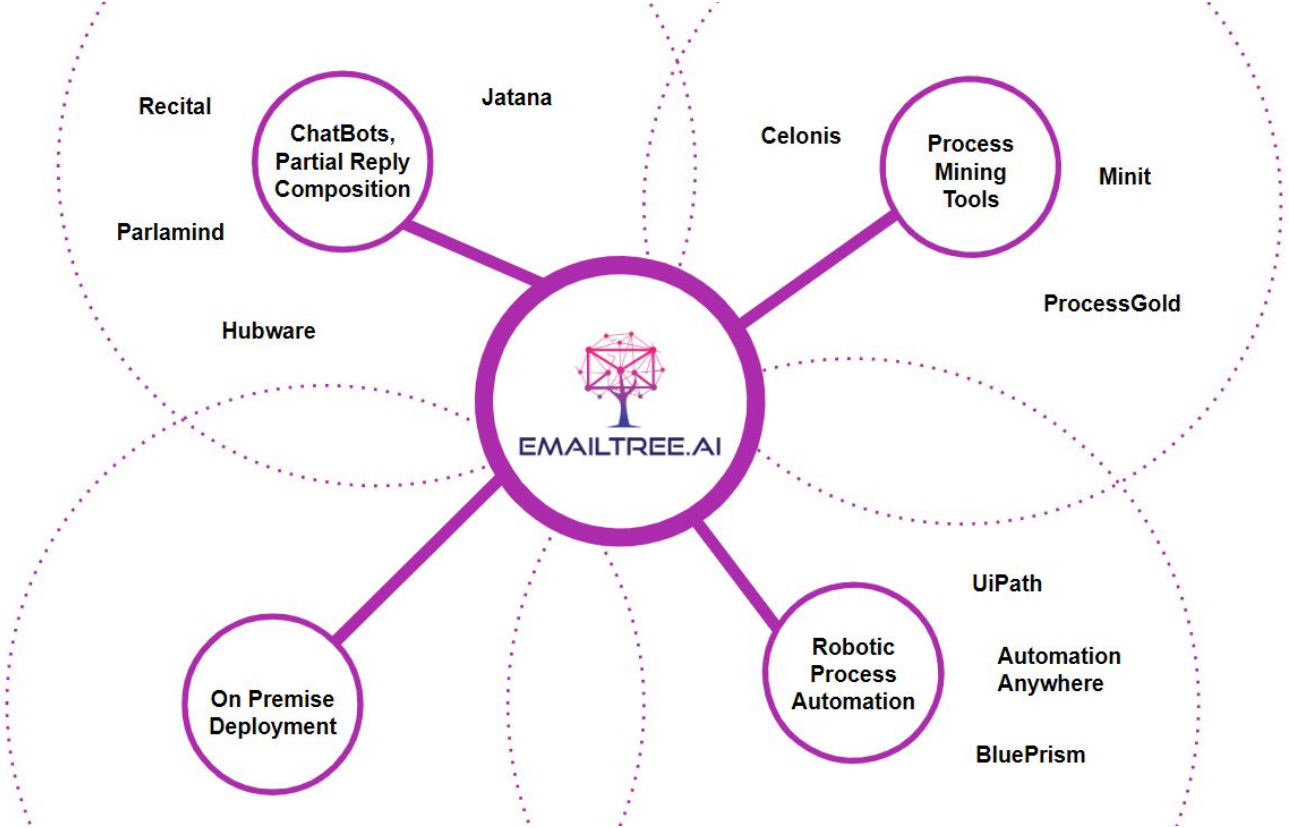
OUR STRENGTHS

What makes EmailTree AI unique?



- ✓ **An unique and complete end-to-end solution.** There are companies proposing different solutions that solve different parts of the flow. But none of them is solving customer requests from A to Z, in seconds.
- ✓ **On Premise Deployment.** For clients with strict data regulations (e.g. banks) the entire solution can be fully deployed on-premise.
- ✓ **Custom integration with any legacy software/platform.** The integration flexibility makes the adoption easier for the client as they can still use the same tools/software.

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Telecom Case Study

Luxembourg

Orange and EmailTree AI

The Customer Experience Reinvented

- ✓ Reducing the load on the customer service
- ✓ Increasing productivity when managing text requests
- ✓ Increasing customer satisfaction

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"We are very proud of this achievement, the **innovation** and **digital transformation** are the heart of our strategy and we want to reinforce the **partnerships** with the startups."

Corinne Lozé, CEO Orange Luxembourg

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Existing Clients and Pipeline

TELCO LEADERS

orange™

2nd Telco confidential

TOP UTILITY PROVIDERS

EDF

French electric utility company, largely owned by the French state.

Number of employees: 159,112 worldwide
Headquarters location: Paris, France
Revenue: €68.976 Billion (2018)

ECOMMERCE

BWM Mediasoft

Worldwide electronic software distributor for Microsoft, ESET, Bitdefender, G Data CyberDefense, Mega Cloud Storage.

PIPELINE

BPO, Banking, Insurance, Customer Service Outsourcing, RPA providers.

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Typical Engagement Process

Discovery & Analysis

- Analysis
- Workshop
- Proof of Concept

Implementation

Initial Deployment

Workflow Configuration

Data Importing & Machine Learning

3rd Party Integration

Automation

Testing

Training & Maintenance

- Staff Training
- Regular Features & Security Updates
- Monthly usage and value reviews with project leads

Tight Feedback Loop – Assuring Value

Typical Engagement Process

1	**Analysis**	• Allocate 8 hours free consulting to define the KPIs and objectives • Define the initial project specifications, requirements and planning
2	**Workshop**	• In-depth analysis of IT environment and technological stacks, workflows, automations and third party integrations
3	**Proof of Concept (PoC)**	• Basic implementation and testing of the steps for the final implementation • Estimate the costs, project planning, stakeholders involved, relevant KPIs
4	**Project implementation**	• Project implementation • Full development, testing and launch to production
5	**Training**	• Dedicated training for staff (users) • Staff activity monitoring to identify improvement opportunities
6	**Maintenance**	• Continuous monitoring and regular maintenance • Regular features and security updates

1. Analysis
2. Workshop
3. PoC
4. Implementation
5. Training
6. Maintenance

Analysis

Main goals

- Determine the KPIs/objectives of the implementation
- Discuss the infrastructure details, constraints, automations and integrations

Who is involved? Roles

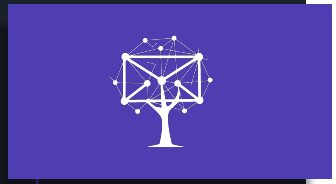
- Project responsible & sponsor
- Infrastructure and technical people from both ends

What we cover?

- KPIs, objectives, current state,desired results
- Workflows / Use cases
- Infrastructure & Technical Environment
- High level tools and components

Outputs of the stage

- High level planning
- Initial cost estimations
- High level estimated results
- Mutual decision on next stage



1. Analysis
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6. Maintenance

Workshop

Main goals

- In-depth analysis of IT environment, technological stacks, data inputs and outputs, infrastructure details, constraints, automations and third party integrations.

Who is involved? Roles

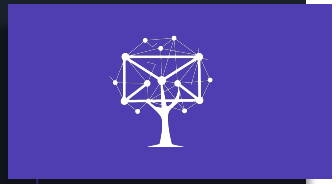
- Project responsible
- Infrastructure and technical people from both ends

What we cover?

- Detailed analysis of workflows/use cases
- Detailed technical specifications/requirements
- Historical data analysis
- Required new features, tools and components

Outputs of the stage

- Detailed project planning
- Advanced project cost estimations
- Detailed report
- Mutual decision on next stage



1 Analysis
2 Workshop
3 PoC
4 Implementation
5 Training
6 Maintenance

Proof of Concept

Main goals

- Basic implementation and testing of new features, automation workflows and data processing

Who is involved? Roles

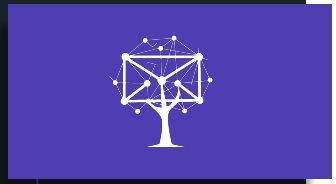
- Project responsible
- Infrastructure and technical people from both ends

What we cover?

- Testing of complex workflows / use cases
- Basic implementation of new features
- Sample data import, processing and learning
- Implementation and testing of automations

Outputs of the stage

- Stage solution which can be tested + demo
- Final project planning
- Basic training for project responsible
- Final project cost estimations
- Advanced reports
- Everything ready for final implementation



1 Analysis
2 Workshop
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4 Implementation
5 Training
6 Maintenance

Implementation

Main goals

- Final implementation for production

Who is involved? Roles

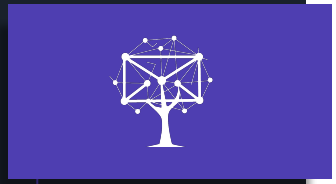
- Project responsible
- Infrastructure and technical people from both ends

What we cover?

- Final implementation of all the required features
- Testing of all the features & use cases
- Full data import, processing & machine learning
- Final implementation and testing of all automations
- Final implementation and testing of all the tools and components

Outputs of the stage

- Solution ready for production
- Delivery report
- Final cost for required resources/infrastructure
- License and maintenance cost for all the components (e.g. RPA)



1 Analysis
2 Workshop
3 PoC
4 Implementation
5 Training
6 Maintenance

Training

Main goals

- Advanced training for all the users

Who is involved? Roles

- Project responsible
- Users

What we cover?

- Training material provision
- Advanced group training
- Individual supervised hands-on training
- Mentoring & coaching sessions to improve product usage & KPIs

Outputs of the stage

- Users ready to use the application
- Report delivery

1 Analysis
2 Workshop
3 PoC
4 Implementation
5 Training
6 Maintenance

Maintenance and monitoring

Main goals

- Monthly services

Who is involved? Roles

- Project responsible

What we cover?

- Regular Features & Security Updates
- Monthly usage and value reviews with project leads
- Staff activity monitoring based on KPIs and objectives to identify improvement opportunities

Outputs of the stage

- Monthly usage report
- Monthly users' statistics