

# Customer Service Hyperautomation

Reply to emails and solve customer requests in seconds!



Emails and requests understanding



Actions prediction



Tasks automation



Response composition

DISCOVER YOUR BENEFITS THROUGH OUR WORKSHOP



# EMAIL UNDERSTANDING

## Extracting meaning from emails

- ✓ Natural-language processing to extract the essence of the message
- ✓ Identify customer's issues when using the product / service
- ✓ Identify actions / tasks to be taken

EmailTree understands the content and automatically generates reports to help customer service and support team.



"I would like to rent four bikes on 20th of May ..."



Service

Product

Order details

## Gathering additional information

Eliminate manual check for internal and external additional info:

- ✓ Existing customer in the database? Order status?
- ✓ Use contextual data to automate final decision



Existing client  
Orders history



Weather  
20 MAY





# TASKS AUTOMATION

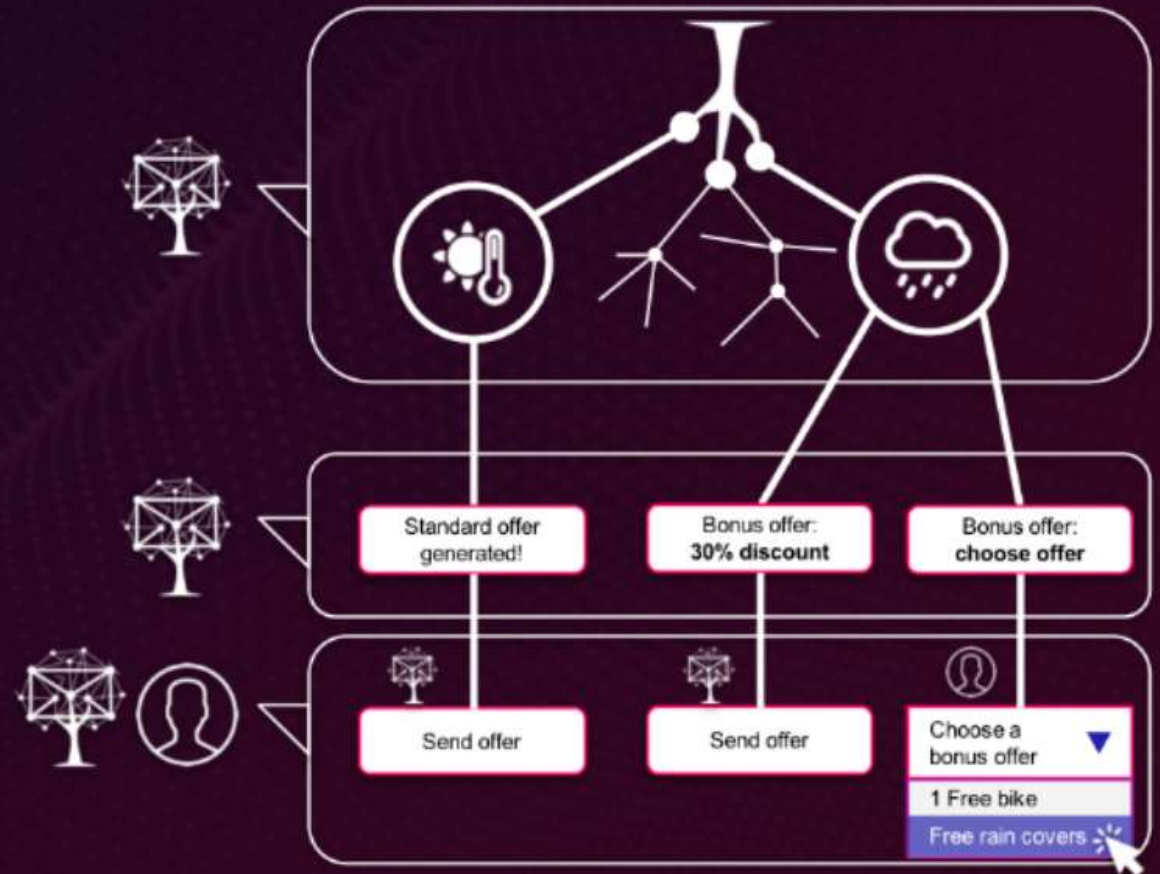
## Actions prediction

- ✓ Identify the issue/situation
- ✓ Understands the context
- ✓ Checks the internal/external information
- ✓ Generate actions

## Tasks automation using RPA technology

- ✓ Launch robots to perform automatically tasks
- ✓ Prepares customized offers, access other software, platform, databases
- ✓ Escalates to other support levels if needed

EmailTree understands the content and automatically generates reports to help customer service and support team.





# REPLY COMPOSITION

## Email reply composition

- ✓ Generates a confidence level, based on the previous steps
- ✓ Composes the email content and send emails
- ✓ Human operator may interfere or not to change elements in the email to be sent
- ✓ Attach files if needed
- ✓ Send automatically the email if the confidence level reaches a specified percentage

## Learn and take actions

Learn from every action taken by human operator. Some actions are already taken by EmailTree and emails are sent out. Other actions need review by human operator before sending out the email. Next time, in a similar scenario, EmailTree will automatically send out the proper email.

## Learning score improvement

Each decision contribute to the learning process. Day by day, the confidence level improves and EmailTree performs better.

- ✓ Use contextual data to automate final decision

