

Email dispatcher / Ticket dispatcher

The most frequent way how your customers communicate with you is the most natural one: natural language. Processing all your customer requests is very time consuming, requires accuracy and fast reactions. This communication is usually managed by your client centre and support. Your client centre should always:



1

Read the request and understand properly what your client asks for.

Natural Language Processing (NLP) is a way how machines understand what people ask for.

2

Handle the request as soon as possible and move it forward to the right queue.

Our tools are integrated into your systems and help them to manage the requests quickly and properly.

You have to cope with lots of unstructured data

What is it about?

Routine work based on well defined tasks

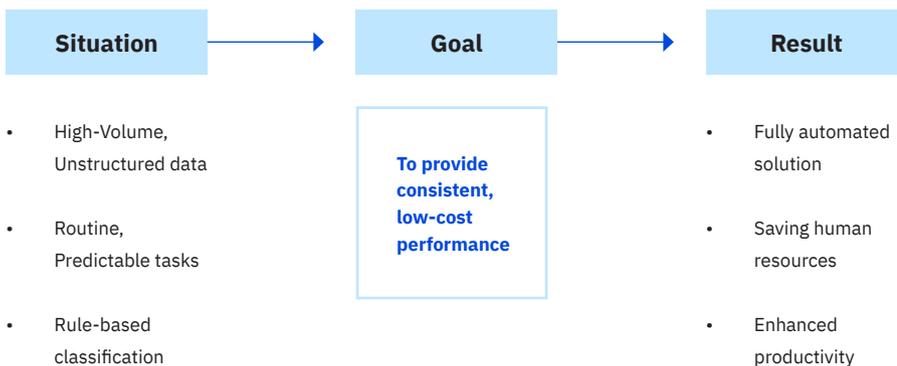
What is the goal?

Consistent, low-cost performance

How can we help?

Give you a tool that will save time of your employees and thus save your resources

People should do what they are good at and leave machine work to machines



Trouble that our client faced

500.000

Contact center receives thousands of emails per year.

280

Emails are dispatched to 23 different departments and classified to 280 queues.

50 %

The content is scanned using simple machine classification based on predefined keywords. The accuracy of classification is about 50%, 50% arrive in the wrong mailbox and must be read and manually transferred to another queue.

2:39

To read and select the right category for an email is very time-consuming. It takes 2 min 39 sec on average.

How can we help?

- Sophisticated text analysis quickly evaluates the data contained in the message and finds all the important information in it.
- The analysis takes into account all key entities plus the context.
- As a result, the accuracy of sorting rises to 83 %
- Manual sorting declines rapidly and precious human resources can be used for expert tasks.



e-mail dispatcher



What does this mean?

	Your staff
To read and classify one email	2 minutes and 39 seconds
To read and classify all the emails	3 000 MD/year (12 FTE)
What if the number of emails doubles?	6 000 MD/year (24 FTE)
How do you use your resources?	to read emails



immediately

0 FTE

0 FTE

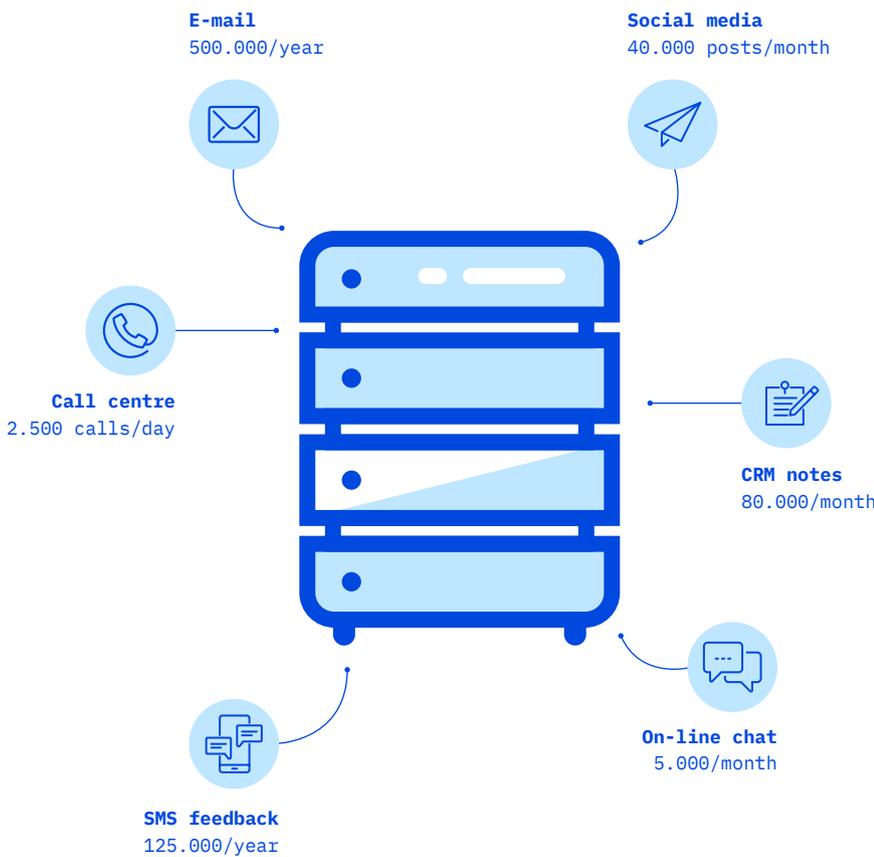
to take care of your customers

Text is your treasure

_tailor-made AI for customer-generated text



Can you imagine what amount of text data a company has to deal with?



Numbers & structured data

If it can be counted, it can be analysed. If it can be analysed, it can be interpreted. Businesses are used to using numbers to assess their success so far.

Text & unstructured data

But what type of count or interpretation can be made from a voice recording of a customer service transaction?

How are tweets or posts to be interpreted?

What type of information can be collected from customer product reviews?

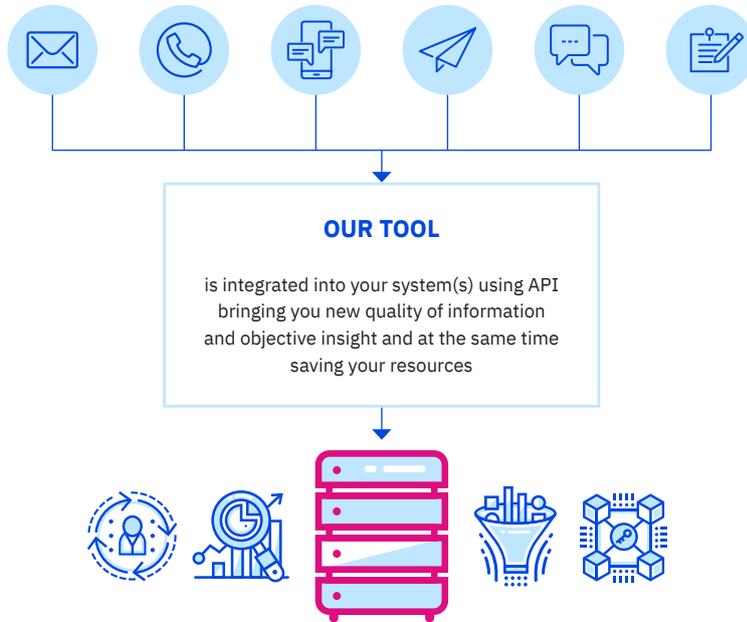
Natural Language Processing

Natural language processing (NLP) employs artificial intelligence to simulate human ability to read and understand text. NLP is a way for computers to analyse, understand and derive meaning from human language in a smart and useful way.

Big data & NLP

Regardless of the sector, every business today relies on large volumes of text information. Composed of internally stored organizational information such as emails, call centre transcriptions, customer information and feedback as well as external open source information and social media, this big data is largely unstructured and in a state of constant growth.

Integrating technologies into full solutions



OUR TOOL
is integrated into your system(s) using API bringing you new quality of information and objective insight and at the same time saving your resources

- 1** Better use of human potential while reducing routine work
- 2** Better quality and consistency of services with lower costs
- 3** Better, faster and more informed business decisions

Big Data

Our work starts when it is not in human capacity to read and sort data anymore. People should do what they are good at and leave machine work to machines.

Language

Our algorithm can handle any written text. It does not matter in which language it's written or if it contains grammatical errors or typos.

Tailor-made model

We understand the specific language of your industry, your clients and the channel they are using to communicate with you (email, SMS, comments, posts etc.)

Objective insight

We work with facts, not impressions. Our machines don't have emotions or prejudice. With us, you can get objective insight in your customers voice and troubles.

Evidence-based decision making

Feedback scores tell you what happened, but text analytics tells you why. You can easily prioritize the biggest impact areas to take action.

Discover unexpected

While analyzing the text, we are even better than human understanding. You can detect and discover topics and issues you would not even have thought to ask or look for.

SentiSquare_

