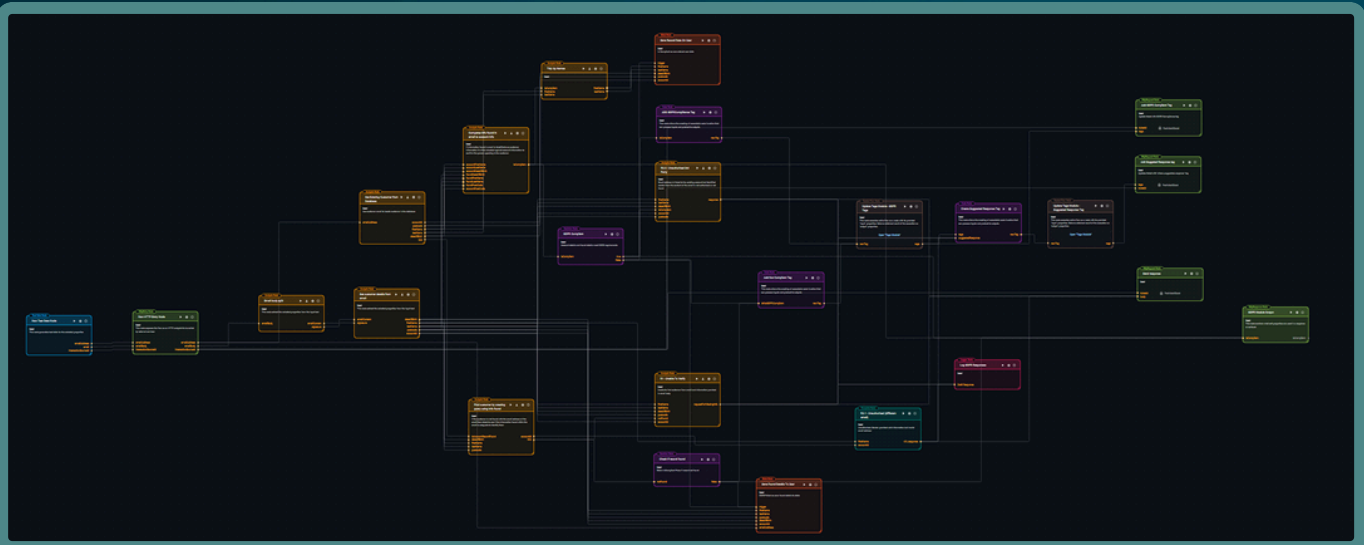


The Flow Manager

The Aileen Flow Manager enables dynamic, scalable workflows by integrating natural language processing (NLP) and automating tasks through a low-code interface. It allows users to define inputs, logic, and API integrations while connecting modular nodes for secure data processing and system integration. By supporting abstraction and reusability, it ensures precise and adaptable workflows that enhance customer interactions and operational efficiency.



Aileen Dashboard

The Aileen dashboard provides a clear overview of a client's ticketing system performance, highlighting key metrics such as the first contact resolution rate, hours of time saved, and average handling time across emails. Daily ticket volumes are visualised, along with the draft response rate versus referrals. It also shows the number of open and closed tickets, categorises request types, and offers insights into vulnerable customers by comparing their volumes to those of non-vulnerable customers.



In this example, the customer had two separate issues. First, they requested a simple payment date change, which was successfully resolved. Second, they experienced a serious life event and requested to defer their payment, raising concerns about their financial situation due to an inability to work for an extended period. Aileen successfully handled both requests and flagged the second case as vulnerable due to its sensitive nature.

Simple Query

All tickets > 1666

Explore your plan

New

☆

↶ Reply

📄 Add note

➡ Forward

🗑 Close

🔗 Merge

🗑 Delete

⋮

⌚ Start timer

✉ --

Jcdurbin reported via email

a few seconds ago (Mon, 30 Sep 2024 at 9:48 PM)

To: "financeDemo@ardanis.freshdesk.com" <financedemo@ardanis.freshdesk.com>

i want to change my payment date to the 20th

Aileen Your AI Support Assistant added a private note

a few seconds ago (Mon, 30 Sep 2024 at 9:48 PM)

*** Summarization and Sentiment ***

Summary:
Customer wants to change their payment date to the 20th.

Sentiment:
(Request): (Customer wants to change their payment date.)

Aileen Your AI Support Assistant replied

a few seconds ago (Mon, 30 Sep 2024 at 9:48 PM)

To: jcdurbin@hotmail.com

Dear Mark,

We understand you're looking to change your payment date. We're here to help with that.

• Next Payment Date: 2024-10-05

We have successfully changed your payment date to the one you requested.

• Requested Payment Date: 2024-10-20

Kind regards,

↶ Reply

📄 Add note

➡ Forward

Open

Threads

● RESOLUTION DUE

Edit

by Thu, Oct 3, 2024 9:48 PM

PROPERTIES

Tags

ailleen_GDPR_compliant

db_user_id

db_id

Type

Payment Schedule

Status

Open

Priority

Low

Group

Insurance

Agent

--

Product

Example

Reference Number

Update

Vulnerable Query

☆

↶ Reply

📄 Add note

➡ Forward

🗑 Close

🔗 Merge

🗑 Delete

⋮

⌚ Start timer

New

✉ Need some help

Jcdurbin reported via email

a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)

To: "financeDemo@ardanis.freshdesk.com" <financedemo@ardanis.freshdesk.com>

My wife was in a serious car accident and I have been unable to work for a couple weeks now and forsee I wontr be able to work for the next several months.

Is it possible I can defer my next payment to the 30th?

Aileen Your AI Support Assistant added a private note

a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)

*** Summarization and Sentiment ***

Summary:
Customer's wife was in a serious car accident, preventing them from working for several weeks and likely for the next several months. They are requesting to defer their next payment to the 30th.

Sentiment:
Concerned: The customer is worried about their financial situation due to their inability to work following a family emergency.

Aileen Your AI Support Assistant added a private note

a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)

*** Vulnerability Identified in text ***

Category: Life Event

Reason: The sender mentions that their wife was in a serious car accident, which is a significant life event. Additionally, the sender has been unable to work for a couple of weeks and foresees being unable to work for the next several months. This indicates a potential long-term impact on their financial stability and resilience.

↶ Reply

📄 Add note

➡ Forward

Open

Threads

● FIRST RESPONSE DUE

by Tue, Oct 1, 2024 9:51 PM

● RESOLUTION DUE

Edit

by Thu, Oct 3, 2024 9:51 PM

PROPERTIES

Tags

ailleen_GDPR_compliant

ailleen_vulnerable

db_user_id

db_id

Type

Default & Arrears

Status

Open

Priority

Low

Group

Insurance

Agent

--

Product

Example

Reference Number

Update

✉

info@ardanis.com

🌐

ardanis.ai

in

ardanis-technologies-limited