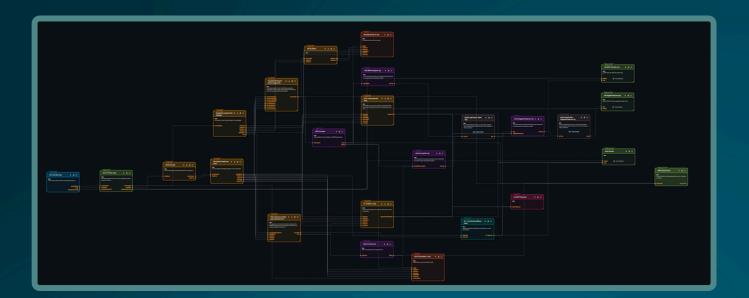
Aileen in Action



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.





info@ardanis.com



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ardanis-technologies-limited

Routing, Sentiment Analysis & Vulnerability detection



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 🕫

 Joburbin reported via email Jore treands age (Mer, 85 Sp. 2004 at 848 AM) To: financeDem@atabinis/fethdek.com> ivant to change my payment date to the 20th Allen Your Al Support Assistant added a private note of rer scends age (Mer, 30 Sp. 2004 at 848 AM) Allen Your Al Support Assistant added a private note of rer scends age (Mer, 30 Sp. 2004 at 848 AM) Allen Your Al Support Assistant added a private note of rer scends age (Mer, 30 Sp. 2004 at 848 AM) ** Summarization and Sentiment *** Marry: Customer wants to change their payment date to the 20th. Sentiment: Request: (Customer wants to change their 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. 	Explore your plan 💽 New 🖲	All tickets > 1666
J. Kdurbin reported via email Gene J. Kdurbin reported via email Gene J. Ker finance/eme@adminis/fendudsk.cem* FROPERIES Ivant to change my payment date to the 20th FROPERIES Ivant to change my payment date to the 20th FROPERIES Ivant to change my payment date to the 20th FROPERIES Ivant to change my payment date to the 20th FROPERIES Ivant to change my payment date to the 20th FROPERIES Ivant to change their payment date to the 20th. Fromary: Customer wants to change their payment date to the 20th. Gene Sentiment: Request; (Customer wants to change their payment date.) Ivant Al Support Assistant repled is for second age/Mark. 35 zp 2024 at 948 PM Gene Ivant State		☆ Start timer Add note Add note Close Science Belete Start timer
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a few seconds age (Mor, 30 Sep 2024 at 9.48 PM) *** Summarization and Sentiment *** Summarization and Sentiment *** Customer wants to change their payment date to the 20th. Sentiment: (Request; (Customer wants to change their payment date.) Alleen Your Al Support Assistant replied a few seconds age (Mor, 30 Sep 2024 at 9.48 PM) E Te: 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.	aileen_GDPR_compliant ×	
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Kind regards.		
Product		
Image: Septy	Product Example ~	Septy □ Add note r Forward
Reference Number		

Vulnerable Query ,®

	New		Threads	
\leq	Need some help	Open • FIRST RESPONSE	DUE	
		by Tue, Oct 1, 20		
J	Jcdurbin reported via email a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)	RESOLUTION DUE Edit		
		by Thu, Oct 3, 2024 9:51 PM		
	To: "financeDemo@ardanis.freshdesk.com" <financedemo@ardanis.freshdesk.com></financedemo@ardanis.freshdesk.com>	PROPERTIES		
	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.			
	months.	Tags		
	is it possible I can defer my next payment to the 30th?	aileen_GDPR_cor	npliant ×	
		aileen_vulnerable	t ×	
	Aileen Your Al Support Assistant added a private note	db_user_id		
Ŷ	a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)	abjascijia		
B	*** Summarization and Sentiment ***			
		db_id		
	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.	Type		
	Sentiment:	Default & Arrea	ars v	
	Concerned: The customer is worried about their financial situation due to their inability to work following a family emergency.			
		Status *	~	
	Aileen Your Al Support Assistant added a private note	Open	*	
	a few seconds ago (Mon, 30 Sep 2024 at 9:51 PM)	Priority		
	*** Vulnerability Identified in text ***	Low	*	
	Category: Life Event	Group		
	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	Insurance	~	
	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.			
•		Agent	~	
E	← Reply III Add note → Forward		•	
		Product		
		Example	*	
		Reference Number		
			\$	
		Upd		
		Upd	ate	