



# Revolutionize Your Contact Center with **AI-Powered Email Automation**

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Welcome!



# Meet The Team



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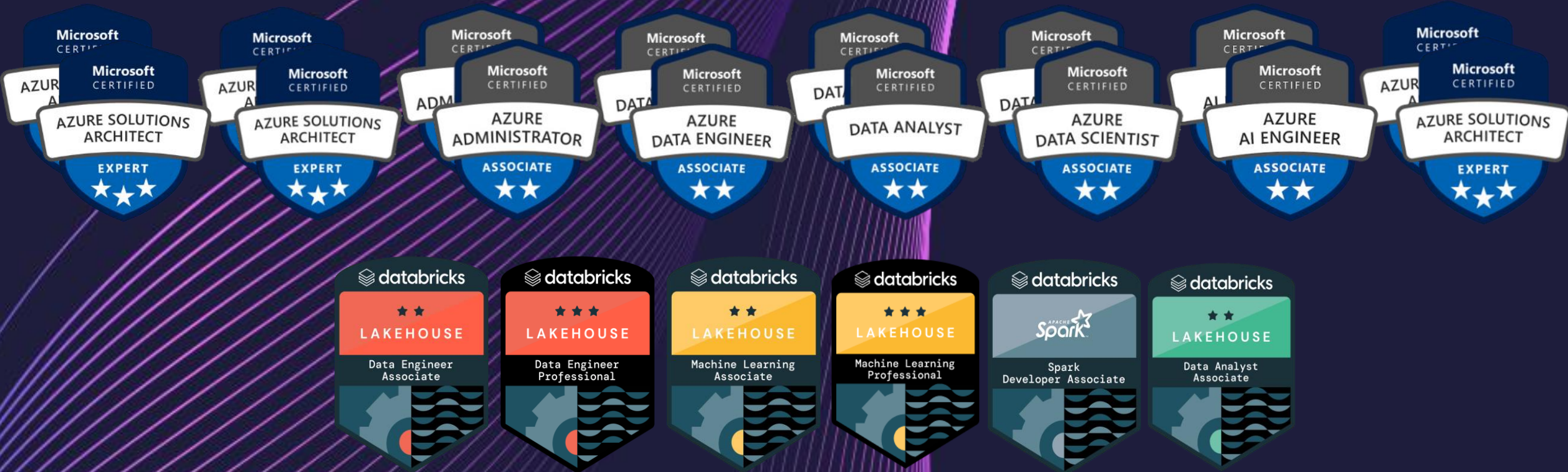
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# Document Structure

- The Challenge of Email Management
- What is AI-Powered Email Automation?
- Solution Benefits for Your Contact Center
- Implementation Steps
- Reference
- DEMO





# The Challenge of Email Management

## High Volume of Emails

- Overwhelms Contact Center employees, leading to important emails being missed or delayed.
- Increased likelihood of human error in manual processing.

## Time-Consuming Manual Processing

- Entire units spend time reading, categorizing, and responding to emails.
- Routine tasks such as data entry and information extraction are labor-intensive.

## Inefficient Routing and Miscommunication

- Emails often need to be forwarded to the correct department or individual, leading to delays.
- Misrouting can result in poor customer service and unresolved queries.

## Lack of Consistency and Standardization

- Different employees may handle similar emails in varied ways, leading to inconsistent responses.
- Lack of standardized processes can result in discrepancies and reduced efficiency.

## Security and Compliance Risks

- Handling sensitive information manually increases the risk of data breaches.
- Compliance with regulations (e.g., GDPR, HIPAA) requires meticulous attention to detail.

## Limited Insights and Reporting

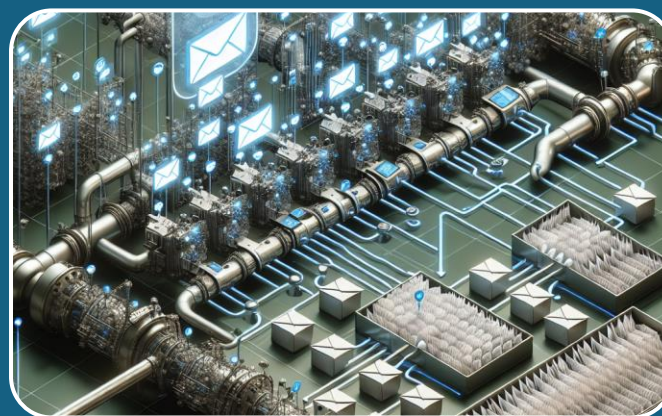
- Manual processes make it difficult to track performance metrics and analyze trends.
- Lack of real-time insights hampers decision-making and strategic planning.

# What is AI-Powered Email Automation?



## Large Language Models (LLMs) handling natural language

- Extracting key information such as subjects, names, and order numbers
- Summarizing email content for quick review
- Detecting sentiment and urgency, creating data for reporting



## Automated workflows for email routing and processing

- Integration with existing email servers (e.g., MS Exchange, Gmail)
- Customizable processing rules and workflows, like categorization
- Actionable integration with existing systems (orders, tickets)



## Rich Business Reporting with Power BI

- Dynamic Dashboards with customizable metrics
- Automated Reporting- Real-time updates for instant insights.
- Analytics: Drill-down capabilities for detailed analysis.

# Solution Benefits for Your Contact Center



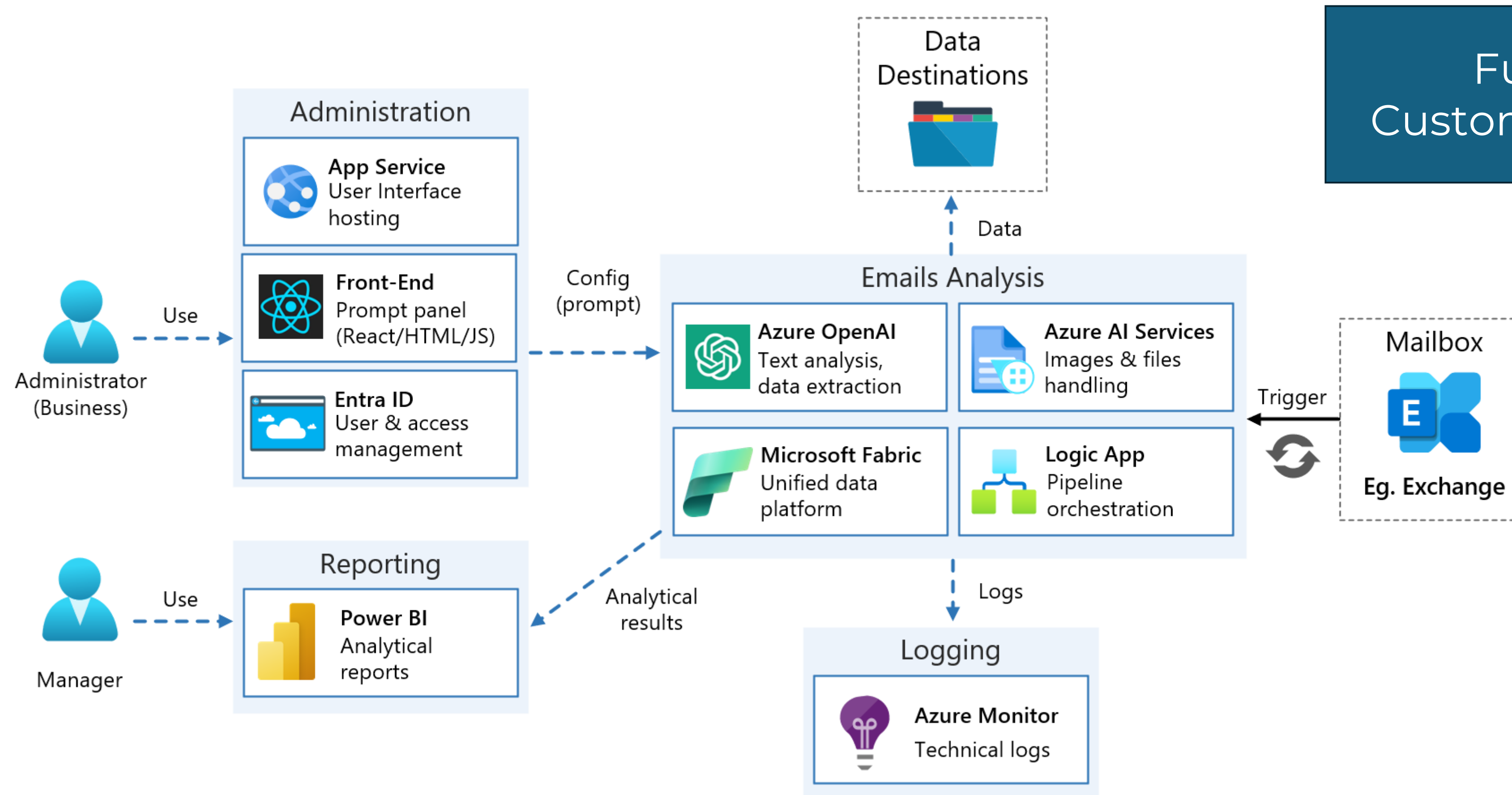
# Implementation Steps



Objective	Understand business needs and goals	Evaluate existing email processes and infrastructure	Build& Tailor the AI solution	Ensure the solution works as intended	Equip staff with the knowledge to use the new system effectively	Ensure continuous improvement and adaptation
<b>Key Activities</b>	<ul style="list-style-type: none"><li>• Discuss current email management challenges.</li><li>• Outline desired outcomes and success metrics.</li><li>• Identify key stakeholders and project parameters.</li></ul>	<ul style="list-style-type: none"><li>• Conduct a thorough audit of current email workflows.</li><li>• Identify bottlenecks and inefficiencies.</li><li>• Gather data for baseline performance metrics.</li></ul>	<ul style="list-style-type: none"><li>• Configure AI models for information extraction and routing.</li><li>• Develop custom processing rules and workflows.</li><li>• Integrate with existing email systems and databases.</li></ul>	<ul style="list-style-type: none"><li>• Conduct unit and integration testing.</li><li>• Simulate real-world email scenarios to validate performance.</li><li>• Collect feedback from key users and stakeholders.</li></ul>	<ul style="list-style-type: none"><li>• Develop training materials and user manuals.</li><li>• Conduct hands-on training sessions for different user roles.</li><li>• Provide ongoing support and Q&amp;A sessions.</li></ul>	<ul style="list-style-type: none"><li>• Monitor system performance and user feedback.</li><li>• Conduct regular audits to identify new optimization opportunities.</li><li>• Update AI models and workflows based on evolving business needs.</li></ul>
<b>Deliverables</b>	<ul style="list-style-type: none"><li>• Project scope document</li><li>• Preliminary timeline and milestones.</li></ul>	<ul style="list-style-type: none"><li>• Assessment report</li><li>• Recommendations for process improvements</li><li>• Go-to architecture</li></ul>	<ul style="list-style-type: none"><li>• Customized AI solution</li></ul>	<ul style="list-style-type: none"><li>• Test reports &amp; logs</li><li>• Live solution</li></ul>	<ul style="list-style-type: none"><li>• User support documentation</li></ul>	<ul style="list-style-type: none"><li>• Performance reports</li><li>• Optimization plans and updates.</li></ul>



# General Architecture



Fully Customizable!



# Reference: AI Email Analytics & Routing

## Challenges:

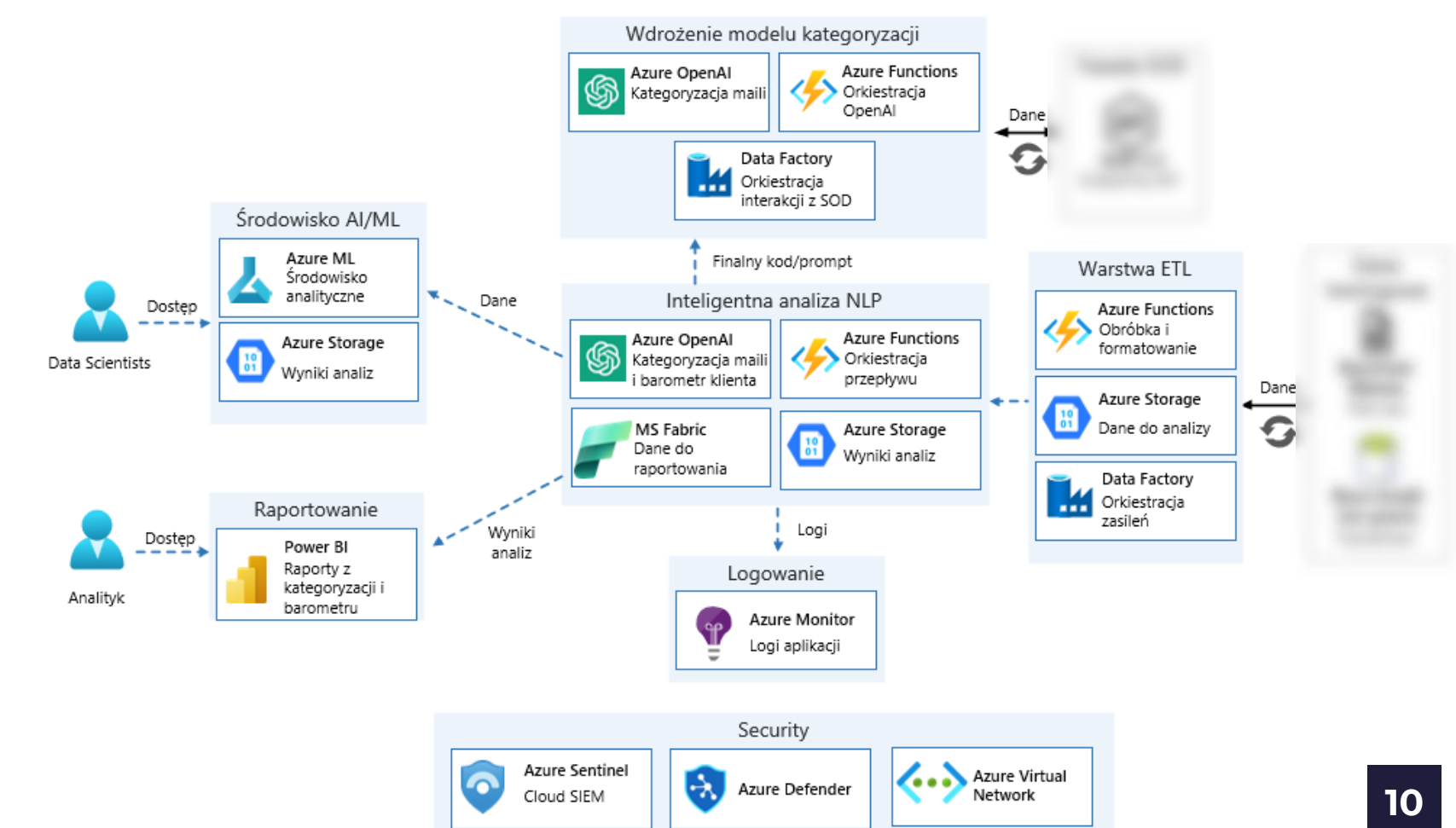
- Huge manual effort for email analytics (100+ people) in a leading **Polish Energy Holding**
- Time-consuming, manual sentiment analysis and keyword identification
- Classification of incoming e-mails to the proper unit/mailbox

## Solution:

- **Fully automated AI-based flows** (Azure OpenAI and other Azure AI services)
- Reports and dashboards using Microsoft Power BI

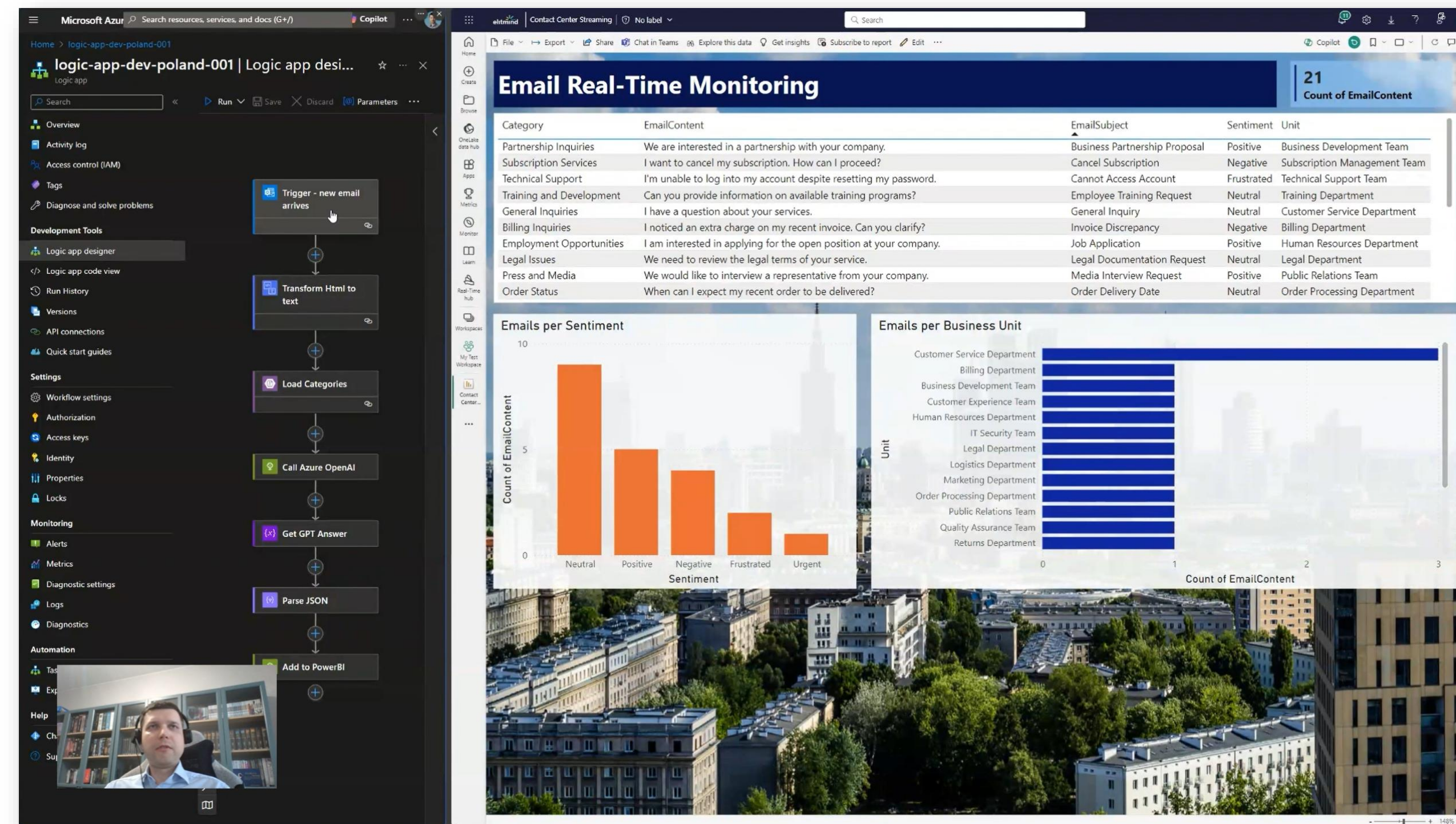
## Benefits:

- Manual work decreased by 80+%
- Fully auditable process with logging
- **Improved quality** (AI produces better results than humans)





# Check the DEMO!



Watch online

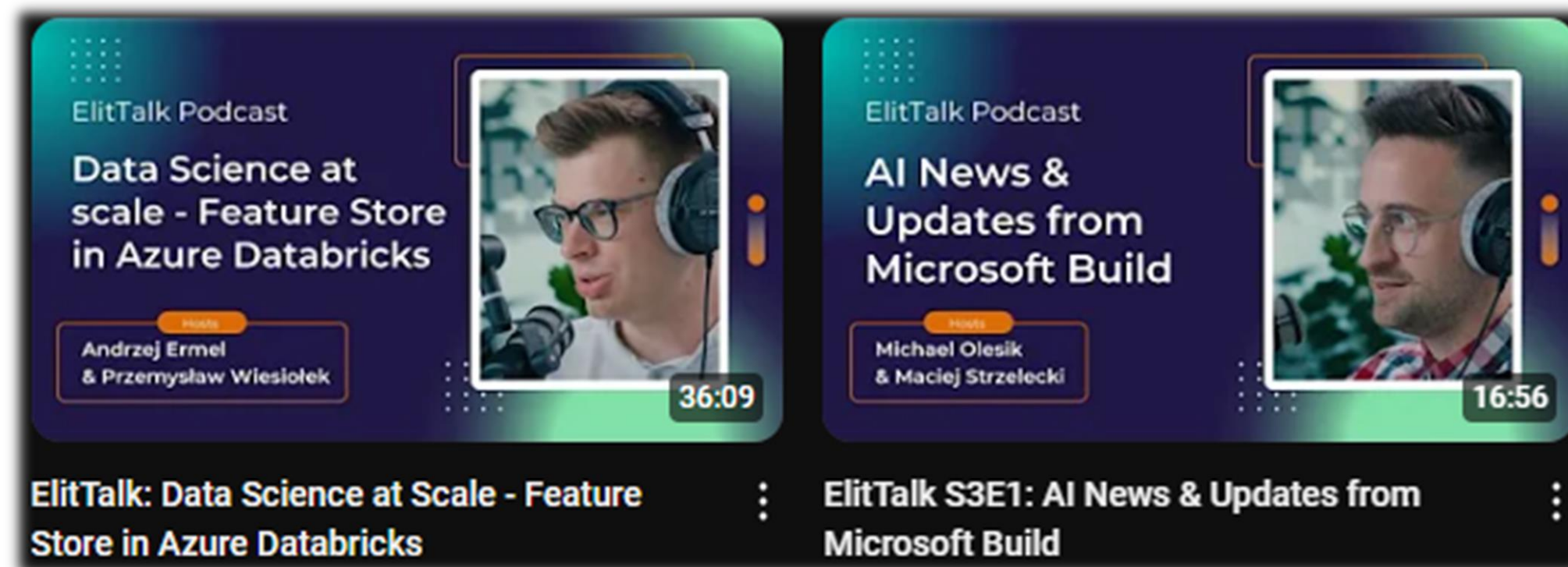


# Appendix

Additional Materials



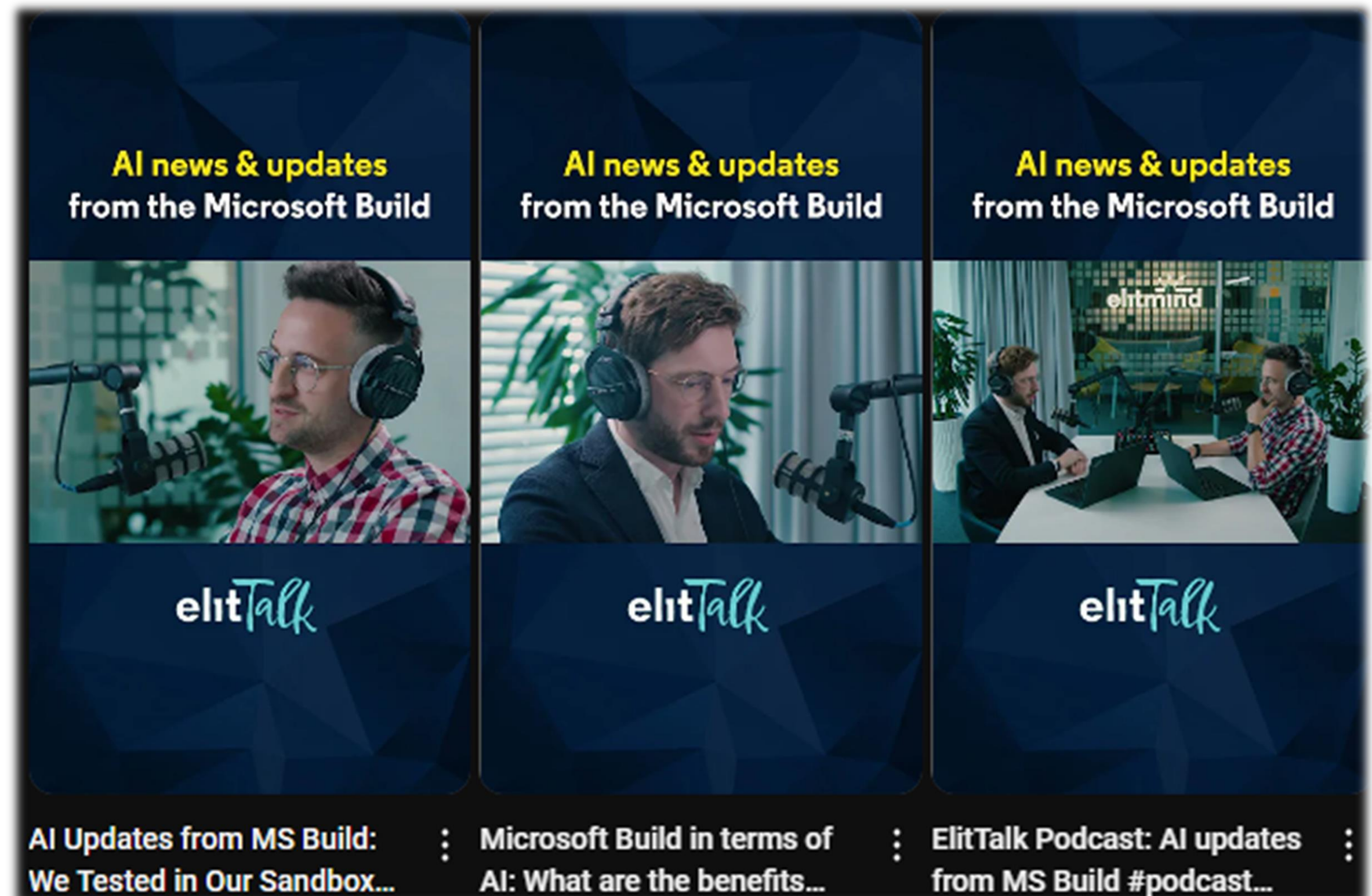
# Check our AI & Analytics Podcasts!



[Elitmind YouTube Channel](#)

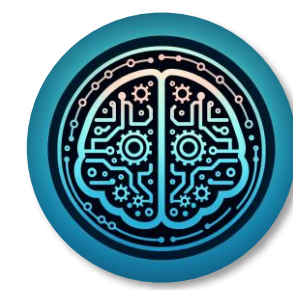
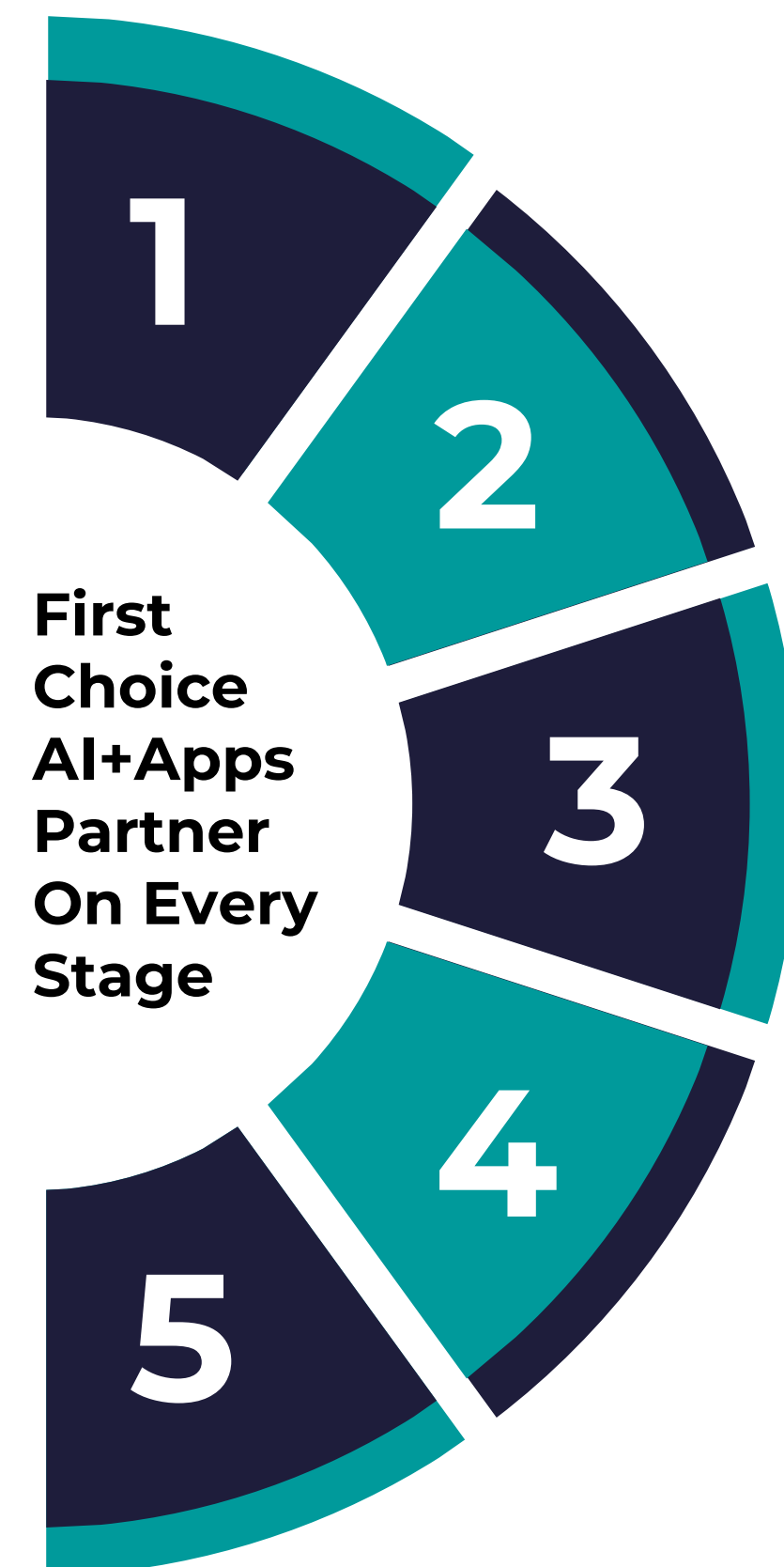
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# First AI/Apps Choice on Every Stage



## Awareness

- Pre-sales workshops AI&Apps
- AI events (webinars, podcasts, conferences, "AI days")
- DEMO sessions



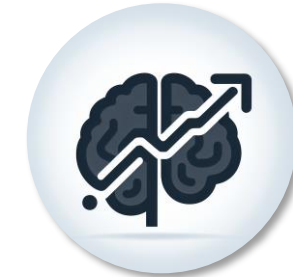
## Exploration

- Cooperations with R&D Units and domain SME
- Lean AI Solutions Factory – Market Exploration
- GenAI Hackathons, Discovery workshops
- MVPs and POCs in small scale



## Adoption

- End-to-end projects covered by full Delivery Teams
- AI offerings covering all modern AI functionalities (LLM, Vision, Audio, Search...)
- Custom AI solutions or supplementing existing AI tools (Copilot Plugins)
- Cloud & AI Adoptions, Upskilling (Elitmind Academy), AI Democratization



## Scaling

- Enterprise-ready infrastructure, experienced Architects
- Extending AI with new functionalities
- Managing AI at any scale (Api management, load balancing, PTUs)
- AI Strategy and Roadmaps per domains or units



## Maintenance

- Managed Services, Tech support for AI solutions
- AI auditing & red-teaming
- AI Security



# Elitmind GenAI Capabilities



## AI Projects

- End-to-end delivery
- **All phases of the project** - from ideation, through the analytical and delivery phase, to final tests and maintenance
- **Full project team** - all necessary technical and management roles



## Infrastructure

- **AI-dedicated Azure Landing Zones** – in accordance with Microsoft references and market practices
- **Dedicated infrastructure and security team**
- Enterprise standards and addressing existing GenAI challenges (e.g. scaling)



## Competencies

- **Application/AI Architects**
- **AI Engineers & AI Services Experts**
- **Business and System Analysts**
- Cloud Developers of data-intensive applications (Python, C#, React etc.)
- AI Projects Managers



## AI Consulting

- **AI and Cloud Adoption**
- AI Solutions Roadmap
- AI Upskilling
- **R&D projects & initiatives** (like Hackathons)
- Business strategy consulting in the GenAI era





# Thank you for your attention

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[www.elitmind.com](http://www.elitmind.com)