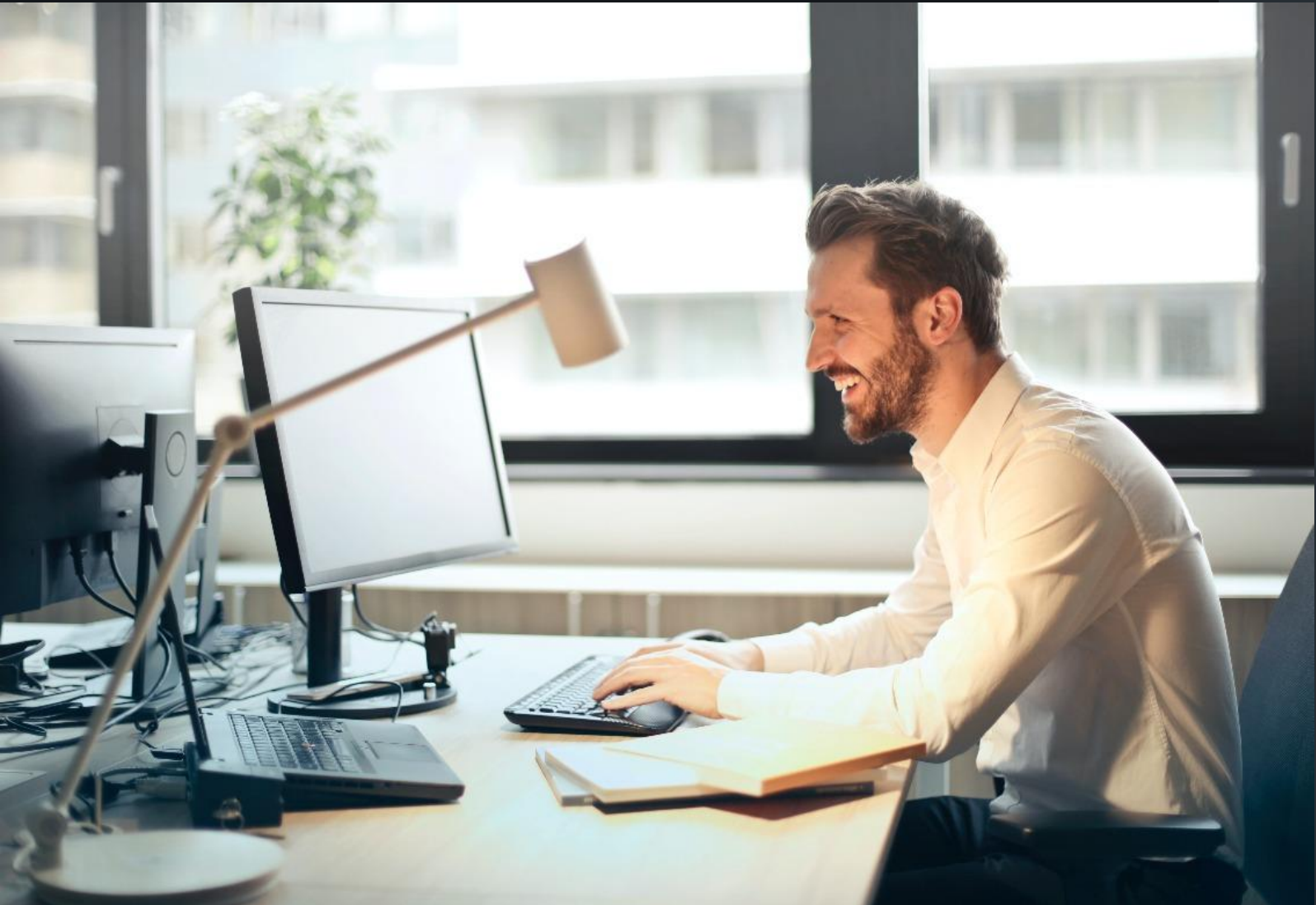




Transforming email as a Channel

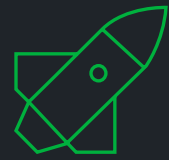


eResolve uses AI to decipher, categorise, and resolve customer email queries.

19th September 2023



The volume, complexity and variety of customer interactions continues to grow. Traditional customer service methods can't keep up with customers rising expectations for prompt, efficient, and personalised responses.

Demands and expectations from customers are escalating

| | |
|---|--|
| <p>Primary challenges</p> | <p>Rising volume of interactions: 300+ billion emails/day, 42hr response delay, 25min per email, 38% contact centre attrition (2022). Traditional methods can't meet demand for quick, personalised service.</p> |
|  | <p>eResolve offers personalised responses, enhances efficiency, and reduces costs through automation. It ensures data security, integrates with existing systems, and adapts to new tech.</p> |
| <p>Ideal solution</p> | <p>eResolve, an AI capability, quickly processes customer emails, interprets their needs, and auto-generates policy-aligned, brand-specific responses.</p> |
|  |  |



eResolve: First Contact, Final Solution



eResolve offers personalised responses, optimises workflows, and ensures data security. It's more than a tool, adapting to new tech and integrating with existing systems, boosting efficiency while cutting cost.



Tailored Contextual Interactions

eResolve employs AI to understand and respond to email generating personalised, policy-aligned replies.



Foster Trust through Human Oversight

eResolve flags complex issues for human intervention, ensuring every customer query is well managed.



Cost-effective Task Completion

eResolve boosts automation, completing tasks as emails are sent for optimised workflows and efficiency.

Reply S.P.A (Global Group), eResolve, and Azure OpenAI

eResolve exploits Microsoft Azure OpenAI. Inputs, outputs, embeddings, and training data are secure. They are not accessible to others, OpenAI, or used to enhance any OpenAI, Microsoft, or third-party services. Any fine-tuned Azure OpenAI models are solely for your use.



➤ Advanced AI Capabilities

Azure AI enhances **eResolve** with advanced capabilities for improved email interpretation and response generation.

➤ Cloud Computing

Azure's cloud platform bolsters **eResolve's** scalability and reliability, enabling efficient handling of high-volume customer emails.

➤ Security and Compliance

Microsoft's responsible AI principles, strong security measures and compliance certifications boost **eResolve's** data privacy and security.

Customer success: Transforming email interactions at easyJet

“Reply implemented an initial proof of concept in less than a month, delivering a step change in e-mail processing capability... positively impacting both our Customer and Employee experience”

John Leighton, Customer Service Director,
easyJet

8,000 emails per day

Generating human-like responses to up to 8,000 emails per day.

28 days to deploy

From project initiation to proof of concept in less than 28 days, including security, legal and data protection onboarding and employee training.

20 minutes less

Tailored, context specific responses with human-in-the-loop review and approval, reducing handling time and amplifying productivity.





Unleash emails Potential: Connect with Reply to Learn More

[Get a free trial](#)

Call for more information: +44 78888 SPRINT (737 59)

Ask a question via email: sales.sprint@reply.com

[Learn more](#)

