AUGMENT QUERY MANAGEMENT PROCESSES WITH THE POWER OF AI AND AUTOMATION

An Infosys Cognitive Email Workbench solution for smarter email response management

Despite the emergence of self-service channels, the first port of call for customers and vendors with queries about transactions such as orders, invoices and payments is usually the contact center or company helpdesk. Staffed with human agents, contact centers incur high support costs and query resolutions are often inconsistent since these depend on the varying skills and availability of agent. This often leads to slow turnaround and dissatisfied stakeholders.

Scaling helpdesk operations to meet the rising volume of business transactions is another hurdle. Organizations tend to simply onboard additional desk agents to handle email backlogs or manage peak traffic, further driving up costs. Ultimately, factors like responsiveness, ease of use and convenience drive users to traditional channels like email and phone.

Read email from customer/supplier → Route email to agent SME → Perform task by accessing enterprise systems → Formulate and send response

Fig. 1 Manual Process for Email Response

The value of assisted automation

Greater productivity and customer satisfaction

AI and automation can eliminate the hassle of manual email/call-based processes for query resolution apart from accelerating turnaround time. It provides helpdesk agents with quick visibility into business transactions such as orders, invoices, shipments, etc., so that customers and suppliers can receive the right information within seconds. With smart capabilities, these technologies can also enhance self-service channels by providing comprehensive answers to a wide range of queries.
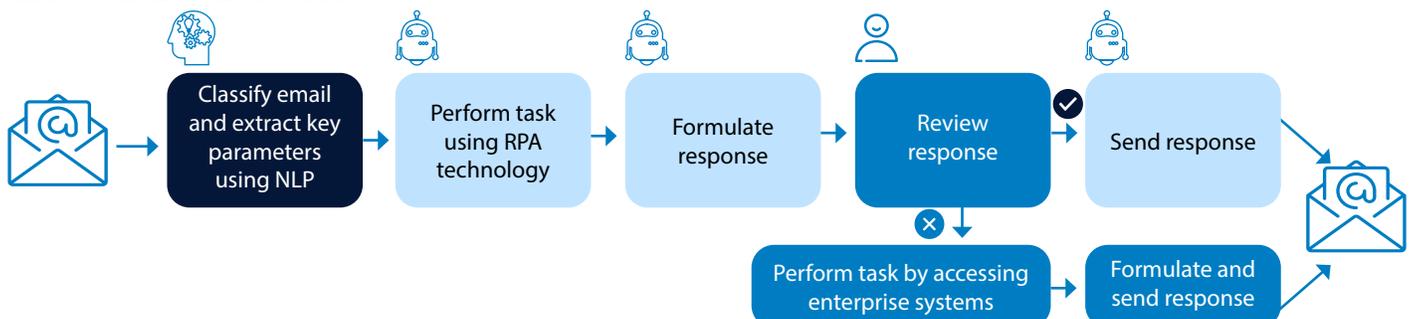

Classify email and extract key parameters using NLP → Perform task using RPA technology → Formulate response → Review response → Send response

Perform task by accessing enterprise systems → Formulate and send response

Fig. 2 Assisted Automation for Email Response

Making near-touchless contact centers a reality

Infosys solution and approach

Infosys Cognitive Email Workbench helps enterprises transition to assisted automation seamlessly so they can scale and accelerate contact center operations without business disruption. It integrates with leading industry frameworks, leverages REST APIs and supports a host of capabilities including a combined email and attachments downloader, content extractor and task executor, creating an integrated channel for stakeholder management.

Solution features

Accelerate adoption with best-in-class features

- **UI workbench agent** – The workbench agent supports assisted automation by triggering all user tasks. It is specially designed to accelerate transition, improve user adoption and promote ease-of-use with an interface that is similar to popular email applications

- **AI and automation-based technologies** – Tools for email classification, optical character recognition (OCR) of attachments and attributes exactions automate routine tasks, enhance response management and boost operational efficiency

- **Features published as APIs** – Infosys Cognitive Email Workbench features are provided as REST APIs. Companies can also integrate AI and automation features with the existing email response system without disruption while unlocking infinite possibilities

Key benefits

- Provides a unified UI to realize end-to-end user stories
- Protects existing investments in RPA/OCR technologies
- Leverages open source to plug process gaps
- Highly customizable to meet domain-specific needs
- Flexible implementation and pricing options from Infosys
- Supports client preference of AI and automation tools and technologies

Putting client preference at the heart of AI

A customizable solution to best suit your business needs

	Business concern	Infosys solution
1	What if a wrong email is sent because AI is not able to understand the query?	While the Infosys Cognitive Email Workbench can perform all tasks from understanding emails, querying backend systems and formulating responses, your agent will always review the email response. This ensures no error is made.
2	We have already invested in an automation platform and do not need another tool.	Infosys Cognitive Email Workbench is a framework-based solution that can integrate with most industry-leading automation tools. This gives you the ability to enhance value from your existing assets.
3	Why do we need AI? Agents can manually read emails and trigger automation by entering email attributes into an Excel sheet.	Infosys Cognitive Email Workbench provides a unified UI, whereby your agent does not need to switch between multiple applications like email and Excel to respond to an email. Besides simplifying their work and enhancing productivity, you also gain access to sophisticated features like analytics for customer requests and personalized emails as our AI solution can understand email content.

Success stories

Dutch multi-national Technology Company

- Responds to *27,000 emails per month on invoice queries from suppliers*
- *20 dedicated FTEs respond to invoice status related emails*

Top queries : • *Invoice status/payment date*   • *Invoice report*

US based Engineering/Aero Company

- Responds to *~7000 emails per month from customers in OEM and spares area; Average handling time (AHT): ~20 minutes*
- Responds to *~12000 emails per month for Repair enquiry; AHT: ~6 minutes*

Top queries : • *Order status*   • *Expedite order*   • *Shipment status/AWB #*

Scale your helpdesk operations with greater efficiency for customer satisfaction leveraging the power of AI and automation.

To know more about Infosys Cognitive Email Workbench, connect with us at aiautomation@infosys.com

For more information, contact askus@infosys.com

Infosys®
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected