

INTELLIGENT DOCUMENT PROCESSING

Better customer satisfaction with improved document processing time and reduced cost



Enterprises around the world are dealing with immense amount of data, across businesses and functions, both from physical documents as well as electronic sources.

With email continuing to be a prevalent enterprise communication method, companies struggle to process the ever-increasing volumes in time.



Enterprises get over 1 million emails per year



Email constitutes 15% of service channel volume, and volumes continue to increase



Cost per email is ~\$8.01 per contact, brought down to \$0.10 per contact through self-service channel



Traditional rule-based robotic process automation (RPA) software are unable to handle this unstructured data, limiting return on investment, and scalability with challenges like:

- Email processing is painfully manual, taking 4-5 minutes to create a single case
- Emails get lost for hours leading to service-level agreement (SLA) misses and poor customer experience
- No visibility into real-time collaboration

Intelligent automation enables enterprises to automate a wide range of work

An automated solution that can manage documents and emails by performing digitization, classification, extraction, routing, and downstream automation can:

- Reducing service-level agreement (SLA) breaks, thereby improving customer experience
- Provide better insights into response times, volumes, team capacity and tracking, to provide operational guidance in managing team capacity and SLA adherence

Intelligent Document Processing: An Infosys and WorkFusion joint offering

By leveraging WorkFusion's Intelligent Automation Cloud, Infosys streamlines processing of documents and emails, regardless of whether they come into front office or back office; from customers or from vendors.

The solution integrates AI-capabilities with RPA, to automate text-based processes, across industries, and follows the digitization, classification, extraction, routing, and downstream automation approach:

High level solution



Retrieve customers email with requests



Triage back office mailbox



Authenticate client



Extract relevant data from emails, attachments, screenshots



Enrich email data with info from other systems.



Enter data into downstream systems for servicing



Route to appropriate team for servicing



Fulfill request



Send email response back to customer

It not only helps organizations boost employee productivity, but also improves data accuracy with significant cost savings.

Key solution features

Intelligent process digitization

Entire process can be digitized into a workflow to manage emails from mailbox, to servicing, and responding back to customers. All inputs are also digitized into the process (i.e. PDF, JPG, PNG, Word, Excel, etc.)

Learning bots that include

- Classification bots to determine email request type
- Extraction bots to extract data from emails, attachments, and screenshots
- Multi-request bots to determine if emails contain more than one request

Advanced operational analytics

Real time insights into volumes, SLA, bottlenecks, capacity, speed, learning bots, SMEs, etc.

Here's what we can do for you:

WorkFusion's demonstrated excellence in email automation, supported with pre-built, reusable, technical frameworks; combined with Infosys expertise ensures quick implementation and accelerates time to benefits:

- Processing time reduction by 85%
- Improvement in SLA response time and customer satisfaction: 90% of emails cased within 15 minutes of arrival (vs 90 minutes before automation)



This is how a leading global bank saved \$5M by automating email ingestion process



One of the largest North American banks was struggling to manually maintain 20+ active mailboxes, processing 100,000+ emails per month from, and 400+ documented email service type, from its clients and client teams. Infosys applied WorkFusion's intelligent automation solution to automate this process end-to-end, thereby reducing processing time and expanding coverage by 90%.

Write to us at aiautomation@infosys.com to learn how we can bring these benefits to you too.

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.