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.

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

Intrigent 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

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