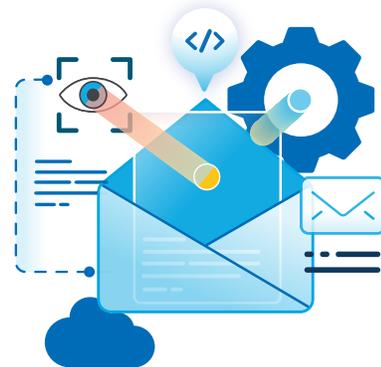# Email AI

Automatically sort, classify and extract incoming email content to deliver better customer and employee experiences

The average employee today spends about 4.1 hours — more than half the average workday — reading, writing, and managing emails.[1]

That figure isn't likely to go down anytime soon. In fact, the volume of email users is expected to grow 15% to 4.6 billion by 2025.[2]

For any company responding to customer email requests (and let's face it, what company isn't?), those numbers matter. Why? Because each email represents more demand on an employee's time and another decision to make, increasing stress and potential for error, and leaving less energy for higher-value customer-focused work.[3]

What could you do with an extra 18,000 work hours?

An average processor can spend up to 11 minutes manually extracting data from an email and classifying it into the right work type. That's up to 18,000 work hours* each year spent on low-level data processing activities like change of address, bank detail or email update requests.

Imagine giving those hours back to your business so you can do what matters most to your customers: empower a knowledgeable, friendly staff to listen more and solve problems faster.

You can, with Email AI.

*Based on annual email volume of 100,000

What is SS&C | Blue Prism® Email AI?

Email AI is a machine-learning web service that plugs into your existing processes and systems and sorts, classifies, extracts and routes email content to the right person – automatically.

Email AI identifies the intent of any incoming email and distinguishes urgent, business-critical content from less important information so you can respond to customers and each other more quickly.

Email AI is:

1. **Seamless.** Email AI integrates into your existing process flows. Plug it into your existing RPA and BPM processes and your digital workers immediately handle incoming email inquiries and queue the work in your BPM system for instant processing.

2. **Pre-trained.** Email AI's pre-configured labeling system categorizes information in advance, so your employees don't have to do it manually.

3. **Self-Improving.** Email AI is always learning, getting better at predicting work types so there's less and less need for human intervention over time.

The benefits of Email AI

For your customers	For your employees	For your business

For your customers

- **Faster response times.**
  Enables quicker and more efficient customer responses, regardless of incoming volume.

- **Quicker resolution.**
  Ensures more accurate replies with information more relevant to customer needs.

- **Better customer experience.**
  Empowers employees to focus on building and maintaining stronger customer relationships.

For your employees

- **Higher job satisfaction.**
  Replaces employees' repetitive tasks with creative thinking and problem-solving responsibilities.

- **More value.**
  Reduces disruptions and enables employees to focus on producing more valuable output.

- **Better communication.**
  Cuts internal email volume while increasing employee awareness and responsiveness.
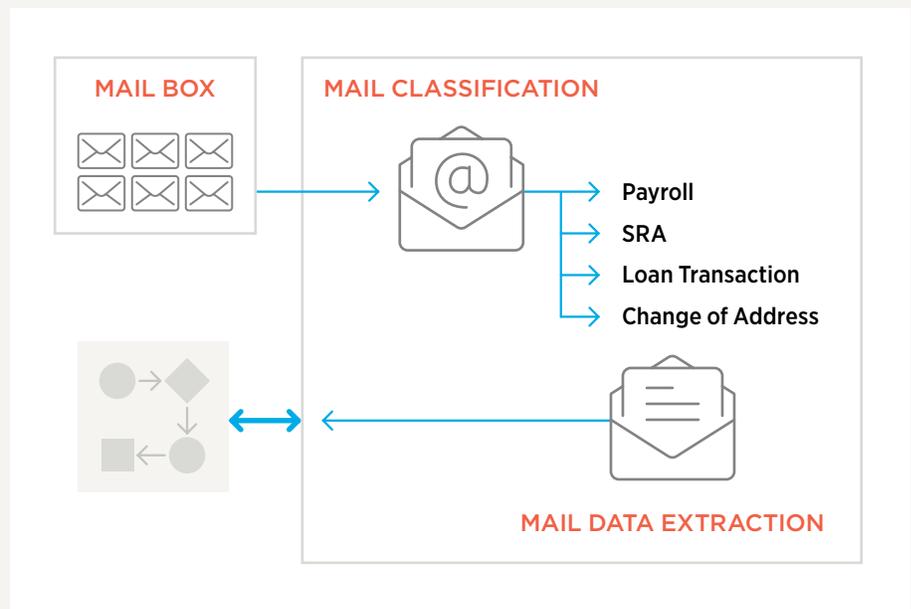
For your business

- **Greater results.**
  Improves individual, team, and company-wide performance.

- **Enhanced loyalty.**
  Sharpens focus on increasing engagement with customers and employees.

- **Enriched reputation.**
  Amplifies your brand and increases potential for more referrals.

How does Email AI work?

1. Email AI is invoked as an API from an RPA, BPM, or other workflow process.

2. Email AI analyzes the contents of an incoming email and predicts its category.

3. Email AI extracts and routes the appropriate data back into the process.

4. If needed, human intervention and additional processing can be configured based on the confidence level returned.

MAIL BOX

MAIL CLASSIFICATION

Payroll

SRA

Loan Transaction

Change of Address

MAIL DATA EXTRACTION

Product specifications

Versions

- SS&C | Blue Prism® Intelligent Automation v7.0 or above
- SS&C | Blue Prism® Chorus v22.1 or above
- Cloud-only deployment

Key features

- Pre-trained
- Secure on SS&C | Blue Prism® Cloud or AWS Cloud with your BPM or RPA instance
- Plugs into BPM or RPA
- Auto-indexes structured attachments
- Integrated with SS&C | Blue Prism® Chorus Capture
- Integrated human-in-the-loop (HiTL) for reviewing exceptions
- Integration of BPM and RPA processes with SS&C | Blue Prism® Document Automation

Sources

[1] https://www.mailbutler.io/blog/email/email-statistics-trends/
[2] https://www.statista.com/statistics/255080/number-of-e-mail-users-worldwide/
[3] https://www.businessinsider.com/heres-why-email-makes-us-so-stressed-out-2015-2?r=US&IR=T&IR=Tanxiety

Start your digital transformation journey by speaking with one of our intelligent automation experts. Click below and please indicate your industry or area of interest so we can best assist you.

Get Started

Contact Us

Email us at **bpm-contact@sscinc.com** to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.

SS&C | blueprism®

SS&C Blue Prism allows organizations to deliver transformational business value via our intelligent automation platform. We make products with one aim in mind — to improve experiences for people. By connecting people and digital workers, you can use the right resource, every time, for the best customer and business outcomes. We supply enterprise-wide software that not only provides full control and governance but also allows businesses to react fast to continuous change.

Exceed customer expectations, stay competitive, accelerate growth.

To learn more, visit **www.blueprism.com** and follow us on Twitter **@blue_prism** and **LinkedIn**.