

Emailtree.AI, responds to emails in seconds



12th of Juin 2018, 11:15
First email fully managed by AI



Emailtree.AI, responds to emails in seconds

CUSTOMER EMAIL :

12 Juin 2018 11:15:48 +0000

Bonjour,

"BON POUR ACCORD" 1 licence pour 1 an pour 1 machine

Un chèque de la Banque est envoyé ce jour (c'est + simple pour la comptabilité)

Vous sera t il possible de modifier l'adresse de facturation comme ceci:

SCM Gxxxx xxxx
2 rue Henri
1xxxx Ville

EMAILS SENT BY EMAILTREE AI

2018-06-12 11:24:34

Confirmation license renewal

2018-06-12 11:24:05

Your invoice ...

3rd mail contained an error, it was blocked

Bonjour Monsieur

Nous vous remercions pour votre commande.

La facture avec paiement par **virement bancaire** a été envoyée à votre attention.



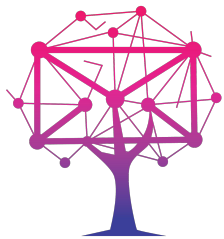
Emailtree.AI, responds to emails in seconds

1. Solve repetitive tasks

Human operator teaches the machine what to do in each scenario, which actions should be done in the databases.

2. Create

Depending on the situations, AI can create something new, while respecting the rules and limits imposed. Human operator keeps the control but can also decide to let the machine decides itself.



EMAILTREE

- ✔ Increase email productivity
- ✔ Automate email composition
- ✔ Automate actions in databases
- ✔ Spend less time on emails

Fully managed by our innovative Machine Learning and AI technology.

The process



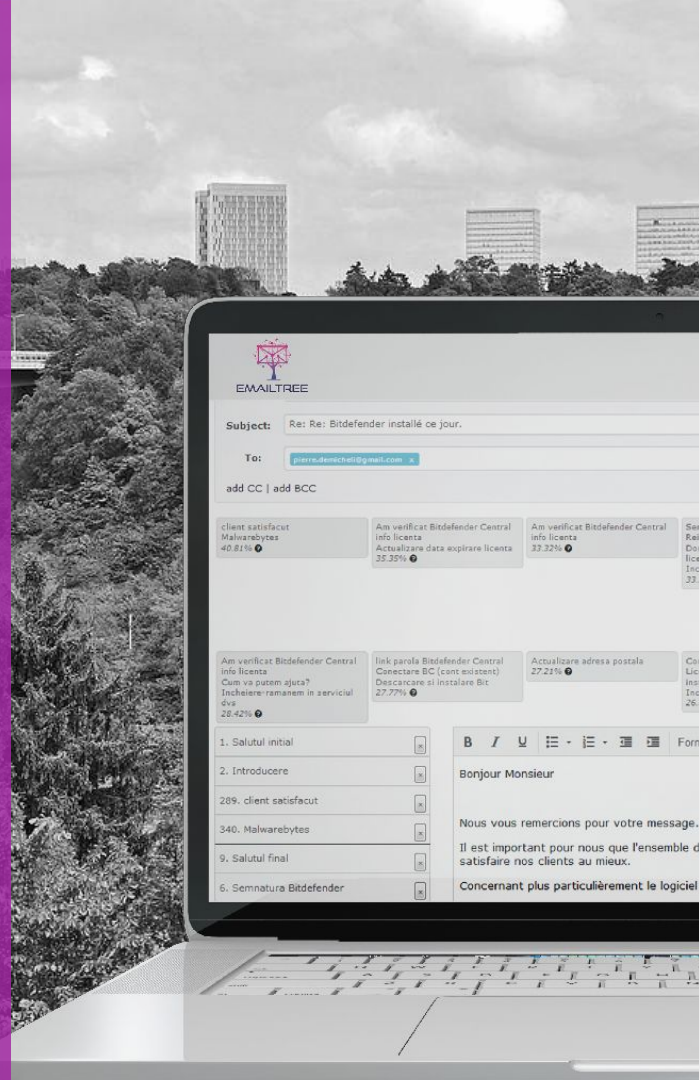
1. Email understanding



2. Supervised learning



3. Tasks automation Actions and reply generation





Email understanding

Extracting meaning from emails

- Natural-language processing to extract the essence of the message
- Identify customer's issues when using the product / service
- Identify actions / tasks to be taken

EmailTree understands the content and automatically generates reports to help customer service and support team.



"I would like to rent four bikes on 20th of May ..."



Service

Product

Order details

Gathering additional information

Eliminate manual check for internal and external additional info:

- Existing customer in the database? Order status?
- Use contextual data to automate final decision



Existing client
Orders history



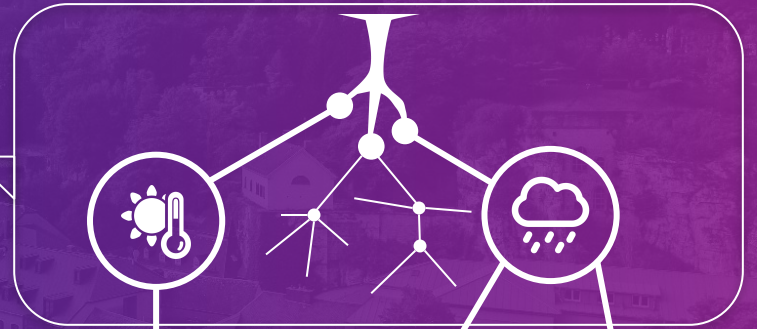
Weather
20 MAY



Supervised learning

Generating answers and tasks

Based on information gathered on previous steps, EmailTree automatically generates possible tasks and email content.

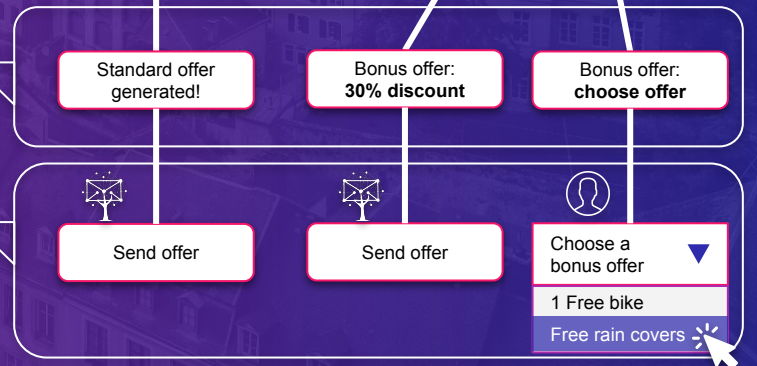


Learn and take actions

Learn from every action taken by human operator.

Some actions are already taken by EmailTree and emails are sent out.

Other actions need review by human operator before sending out the email. Next time, in this scenario, EmailTree will automatically send out the proper email.





Tasks automation

Completely task automation

EmailTree learns from the previous decisions and automatically:

- Generates actions
- Prepares customised offers
- Proposes solutions for technical issues (Support Level 1)
- Escalates to Support Level 2 or 3
- Generates a confidence level, based on the previous steps
- Composes the email content and send emails

Human operator may interfere to change elements in the email to be sent.

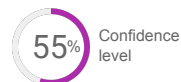


Status:

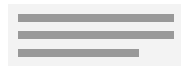


20 MAY

Email 1



✓ Email text generated:



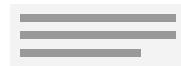
✓ Email sent

Time saved: **5 min.**

Email 2



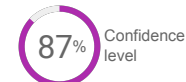
✓ Email text generated:



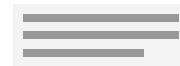
✓ Email sent

Time saved: **7 min.**

Email 3



✓ Email text generated:

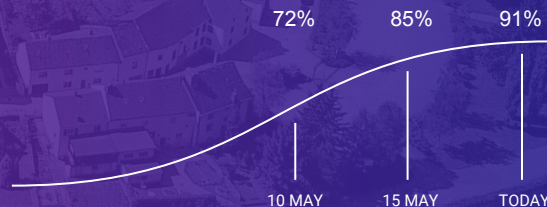


✓ Email sent

Time saved: **8 min.**

Learning score improvement

Each decision contribute to the learning process. Day by day, the confidence level improves and EmailTree performs better.



Our targets

To whom we address?

Any company that spends considerable time and efforts on emails for customer service and support issues.

Priority in short/medium term

- Telecom operators
- E-commerce websites
- Customer relationship services
- Support teams

60%



DECREASE

Decrease in average resolution time per email

1



MINUTE

Average resolution time per email

25%



INCREASE

Sales increase based on our own experience since the 20th of February