Data and Applied Sciences
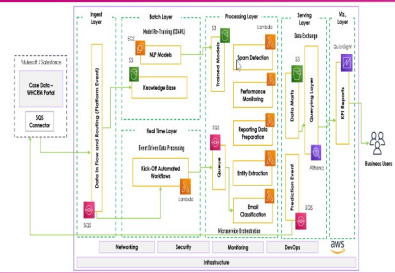## Customer Support Automation using NLP

INTRODUCTION

Aided customer support leveraging AI to reduce operations by automating Email clearance as a part of their Customer Information Center(CIC) operations

- Cloud deployment for horizontal scalability as with increase in ticket volume
- Average handling time reduced to 20 secs from 180 secs.

BACKGROUND

- The customer wanted to reduce/eliminate human intervention during Email Clearance process as a part of their Customer Information Center(CIC) operations.
- Improve operational efficiencies and customer centricity by reducing overall time taken for Email Clearance

SOLUTION OFFERED

- Cloud(AWS)-based OCR & Natural Language Processing powered mailbox automation solution for the Customer Information Center (CIC)
- Automated handling of attachments with different formats, identification of duplicate emails, automatic response and extraction of customer information along with automatic email clearing to the respective service queues across the CIC process.

BENEFITS/OUTCOMES

- Reduced the average handling time of the clearing process by 90% approx. from 3 minutes to 20 secs
- Currently achieving average Volume(Monthly) of Email Clearance- 7000-9000 emails with an average of 2 attachments per email
- Currently achieving average Volume(Monthly) of 800-1000 emails for auto response

Technology Stack

BOSCH