

Triage high volume emails with Ushur SmartMail™

Accelerate responsiveness for overloaded email queues - SmartMail understands, routes and auto-responds to emails to reduce operational costs and improve customer experience



OVERVIEW

Ushur SmartMail™ is an AI-driven solution to the challenge of handling high-volume emails that routes them internally based on email content and attachments. Pre-trained language and document intelligence models evaluate and triage communications so that customers aren't stuck in queues waiting for answers. Use auto-responsiveness to build your customer experience strategy around an always-on approach.

AT A GLANCE

- Data anonymization to protect PII
- Custom workflow driven
- Sentiment analysis enabled
- Language management and support
- Designed for data capture when missing
- BYOD (bring your own data)

HOW IT WORKS

Ushur SmartMail™ gives enterprises the chance to triage emails over their existing email exchange servers with solutions built on the Ushur platform. Ushur deploys SmartMail™ in weeks and the Ushur team customizes each implementation to decisively accelerate any email-centric enterprise digital transformation journey.

CUSTOMER PROBLEM



600k
uncategorized incoming customer emails



27hr
to manually review and process customer emails



23 categories
to manually open, review and route in bound email

SmartMail Validation Queue

From john.smith@email.com	I submitted a life policy application earlier today and need to change the beneficiary information. Please let me know how to proceed. Thank you!
To support@circle.com	
Product life change beneficiary	

Email routed to:
life_insurance@circle.com



SMARTMAIL™



480k
automated and classified by SmartMail



06 sec
time in which Ushur can automatically review, classify and route a customer email



90% accuracy
of automated open, review and categorizing inbound email with Ushur

OUR SOLUTION



THE CUSTOMER EXPERIENCE

Modernize every customer experience aligned to an email queue. SmartMail™ gives enterprises the chance to communicate based on intent, extract essential information, and validate data for rapid responses with features like:

- Contextual auto-response
- Sentiment analysis
- Language support - 60 languages
- Model & data version management
- Integration with enterprise exchange servers



SMARTMAIL™ STATISTICS

\$1.4m
annual savings

8x ROI
with Ushur

90%
accuracy