Infosys' AI Driven Cognitive Email Workbench Leverages Blue Prism RPA to Automate Tasks for Email Based Queries

Infosys' Cognitive Email Workbench solution combines intelligence from AI & NLP with Action using Blue Prism's Robotic Process Automation (RPA) platform & OCR capabilities to automate the steps required for fulfilment of email-based queries and service requests. This integration with Infosys' Natural Language Processing based solution adds the critical skills of assisted and unassisted email responses to Blue Prism Intelligent Automation, giving enterprises the ability to focus on requests that are more specific and need manual intervention within a Blue Prism Digital Worker's defined workflow.

Remote Triggering of RPA Converts Business Processes as a Service

Infosys Cognitive Email Workbench's ability to understand the intent from an inbound customer email and extract useful data from the email body ensures that relevant information is available to perform the business actions associated with the request. Integration of Blue Prism RPA with Cognitive Email Workbench using Blue Prism's Process Dispatcher Framework offers enterprise the ability to trigger RPA business processes remotely from within the Cognitive Email Workbench web application.

The synergy of Infosys' Cognitive Email Workbench and Blue Prism's Digital Workforce lets organizations provide highly personalized responses by easily connecting with client's systems to retrieve customer data. There is reduction in turnaround time for normal queries and increase in throughput of processing emails for every agent. High degree of automation leads to very fewer manual errors on the part of the agent. Agents do not lose control over automation as they get to review every response before sending. Using the solution for a period of time would help gain critical insights into customer/ partners issues/ queries which could then be addressed proactively leading to superior customer/ partner experience on email channel.

How it works

Cognitive Email workbench, one of many robust solutions from Infosys AI & Automation suite of solutions, works on Natural Language Processing, Artificial Intelligence and RPA. RPA being delivered through Blue Prism's Digital Workforce. Responding to customers and employees on their emails are easy when the email volumes are relatively low, but when it reaches large volumes, handling these emails can consume a large part of the organization support workforce effort. In spite of which, the emails may not be attended within the defined SLAs. By becoming the medium between cognitive email workbench and backend systems & applications, Blue Prism extends the automation capabilities for Infosys' solutions by enabling customized experience to customers and high agility to your automated mail service desk.

Here is how it works: The Cognitive Email Workbench sits on top of the service desk mailbox. Whenever a new email is received, the workbench uses a NLP based model to quickly analyze each word and identify the intent of the mail. It also identifies the attributes required to perform the necessary actions and to formulate the response e.g. Order ID, Invoice ID, etc. According to the workflow defined for each intent, the subsequent tasks are triggered. The intent might also require inputs from attachments, wherein the solution uses OCR capabilities of Blue Prism to gather required inputs. The workbench interacts with Blue Prism bots and passes on the attributes extracted. The Blue Prism bot connects to the applications and efficiently handles the customer requested query.

Cognitive Email Workbench formulates the response according to pre-defined templates. Customer are then replied to, by using these pre-defined templates with the information obtained from Blue Prism bots.
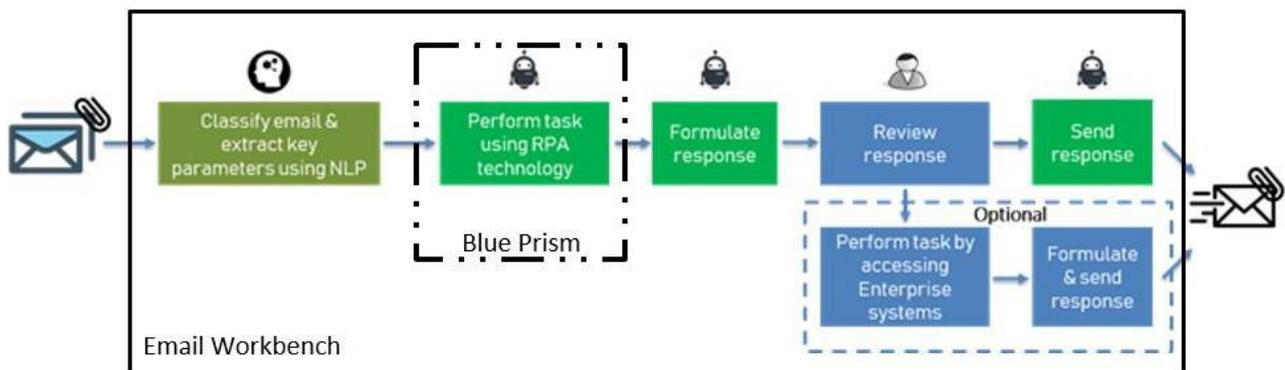
Blue Prism & Infosys:

Create Business Process as a Service and Seamlessly Consume It to Provide Assisted and Automated Email Response System

Email based support exists in one form or the other in most organizations. Enterprises who deal with emails where few specific types are of large volume and have automatable business processes can make use of the integrated Blue Prism RPA and Infosys Cognitive Email Workbench solution to automate the email response system for the selected cases.

Drive superior customer/ partner experience on email channel:
- Provides highly personalized response by integrating with CRM system and other backend applications
- Prioritizes customer complaint emails based on sentiment analysis for prompt response
- Provides faster turnaround for normal queries

Amplify agent effectiveness in Email response:
- Enables agent to achieve higher throughput in processing emails
- Reduces manual errors due to higher degree of automation and at the same time, provides agent full control over every response

Provide critical insights into customer/ partners issues/ queries that can be addressed proactively

Summary

The Blue Prism & Infosys partnership gives enterprises the automation solution for customer emails with plug and play capabilities for backend integration with internal applications and swift OCR functionalities. Cognitive Email workbench's ability to extract the attributes, identify the intent, trigger the necessary actions and formulate the response along with Blue Prism RPA – lets organization easily automate their service desk irrespective of the number of mails. Cognitive Email workbench brings more intelligence using cutting-edge technologies like NLP and AI with action using Blue Prism's RPA to respond to email bases queries.

About Blue Prism

Blue Prism's vision is to provide a Digital Workforce for Every Enterprise. The company's purpose is to unleash the collaborative potential of humans, operating in harmony with a Digital Workforce, so every enterprise can exceed their business goals and drive meaningful growth, with unmatched speed and agility. Fortune 500 and Public-Sector organizations, among enterprise customers operating in nearly 70 countries and across 70 commercial sectors, trust Blue Prism's enterprise-grade connected-RPA platform. For more information, visit www.blueprism.com.

About Infosys

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 45 countries to navigate their digital transformation. With over three decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

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