

### CONTEXT

 A telecoms operator under strong pressure to control its costs. With a constantly growing number of incoming emails, it was becoming essential to optimize customer agents' response time

# 400000

emails per year, with attached documents

# KEY FIGURES



advisors split between two handling sites, companies and consumers



rules necessary to
determine who was
sending the email, its
content, the offer in
question and which
group needed to handle
the email



### **CHALLENGES**

- Reduction of email processing time and prioritization of important emails
- Maximum automation to reduce costs
- Control of all processing rules for emails and mails

# WHY did they choose **OWI**?

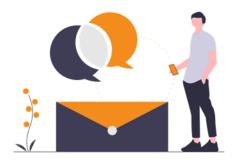


- A solution that can read attached documents
- Assistance to agents for responding
- Semantic reliability for real automation

### **PROJECT STAGES**

- Client Relations Diagnostic in order to determine the project's perimeter and its return on investment
- Project implementation: 3 months for the technical project, 3 months for the business team project





## **BENEFITS**

- Processing of all incoming emails and mails from private, professional and business customers.
- Automated indexing for 90% of all email received
- Full automation for 25% of the flux