



E-Mail Assistant

Categorize your emails

Customizable

Automated replying

Time and cost savings



E-Mail ASSISTANT

More effectiveness with AI

Companies receive countless e-mails every day. For processing, functional mailboxes are set up, e.g. info@, which are processed by clerks. In this context, repetitive, error-prone, and undemanding tasks, often involving a lot of "manual work", have to be performed to a large extent.

This is where the KENBUN E-Mail Assistant comes in.

With the help of Artificial Intelligence, we sort your emails into different groups according to your specifications, which are then addressed by a responsible team. In the next step, we can extract information from the received emails that is required for further processing.

Finally, fully or semi-automated responses are then generated. In the fully automated case, the customer receives a direct reply. In the semi-automated case, a prepared response e-mail is presented to a clerk, who checks it, completes it if necessary, and sends the e-mail.

EXAMPLES



Meter reading reports

The E-Mail Assistant recognizes information such as meter numbers, meter reading, meter reading date and meter type. It automatically checks for completeness. Incomplete information is automatically requested from the customer by e-mail. All data is entered directly into the Stadtwerke backend system. The Assistant generates and sends a confirmation e-mail to the customer.

Changes of address:

The E-Mail Assistant recognizes the customer number, sender e-mail address or the new postal address. The new customer address is entered directly into the Stadtwerke backend system. The customer receives a confirmation e-mail written by the Assistant.

Complaint Management:

Based on certain terms, phrases and mood, the E-Mail Assistant recognizes that it is a complaint. The complaint is automatically entered in the system and forwarded to the responsible employee. The upset customer automatically receives a confirmation e-mail generated by the Assistant.

We will work out your individual solution with you!

In the integration and implementation process, which we workout together, the system is further trained and optimized. Our AI agents are scalable, extensible and adaptable.

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