Tag: Personalized A.I for email for a Modern Workplace Messaging Experience

The value: Knowmail is a personalized artificial intelligence (P.A.I.) platform for CRMs, Unified Communication solutions, and digital assistants which enhances the workplace communication experience for employees, helping them better focus on things that matter most now, do more with less effort, and balance work and life.

The Problem: As technology innovates, workers are overwhelmed with more messaging apps, communication platforms, and content on a daily basis, which while aimed to help communicate better in fact harm their productivity and way of life; this issue is known as messaging overload, and while there are attempts to solve this with various messaging applications, devices, CRMs, and unified communication solutions, the problem is continuing to grow with no end in sight.

The Solution (platform): Knowmail provides an easy-to-integrate, private, and secured personalized artificial intelligence platform (Single standard SDK or API), granting vendors, businesses, solution providers, and devices an AI powered communication layer which enhances employee engagement and contextual focus within email, meetings, tasks, and notes, to improve productivity with less effort and time.

The Technology: Knowmail's P.A.I platform builds a personalized and anonymized user profile through data collected across modern workplace communication devices and channels including email, calendar, tasks/ToDos, and notes for in-depth user understanding. The model learns patterns, preferences, timetables, favorites (people/topics), narratives, preferred actions, and more and grants respective benefits and actions to users to proceed productively within their workday. The values generated include personalized email prioritization per urgency and importance, estimated handling time, predicted next-best-action, cross-device actions and sync, and more. All data is accessible through RESTful API or Bot framework API and may be natively integrated easily, quickly, and efficiently out-of-the-box within services including devices, applications, and software, as well as capable of custom development per requirements or other solutions, i.e digital assistants, CRMs, and more.

Privacy & Trust: This is a priority to Knowmail; therefore, the solution is enterprise-ready built to maintain data is private and secured and employees are constantly in control.