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Intelligent Mail Service

Microsoft Cognitive Services
Automate your correspondence

There is no longer any need to manually answer queries on the same topics: Microsoft Cognitive Services can relieve you of this work and also increase the quality of the results.

Automatic correspondence thanks to AI and Machine Learning

The AI-supported analysis of requests with Cognitive Services enables the automatic creation of professionally qualified responses based on an individual and adaptive domain model

Why customers use the solution:

No time-consuming viewing of all incoming letters and e-mails

- Professionally appropriate standard responses create consistent communication across all channels

- Thanks to machine learning, the quality of answers increases continuously

- Departments can make more efficient use of their working time

Less inbox work

- KI automatically analyzes incoming documents

- Automatic creation of a reply letter

- Continuous quality improvement through AI training

Automated correspondence instead of annoying single viewing

Consistent communication

- Expertly tested response modules ensure consistent external perception

- Support of the response modules by a specialised core team ensures high quality results

Increased quality of answers thanks to modular catalogue

Increasing the efficiency of the specialist department

- Focusing of the specialist department on the core business

- Elimination of individual solutions

More time for relevant tasks

With the Intelligent Mail Service you can automate your correspondence and constantly increase the quality of the content. Your specialist department will be pleased to have more time for its core business and the recipients of the documents will receive competent support. In this way, the investment can pay for itself in a short time.

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How Intelligent Mail Service works

Key aspects

- Microsoft AI technology analyzes incoming documents
- Automatic creation of the answer with the help of professionally checked text modules
- Continuous quality improvement through machine learning
- Modern architecture, completely cloud-based

Cooperation of adesso & Microsoft

Powerful, future-proof cloud technology from Microsoft, combined with technical know-how and Azure consulting competence from adesso

- Close cooperation enables new strategies in the design and implementation of a customer-specific intelligent mail system
- Easy integration of the solution into enterprise IT landscapes thanks to extensive experience with cloud technologies
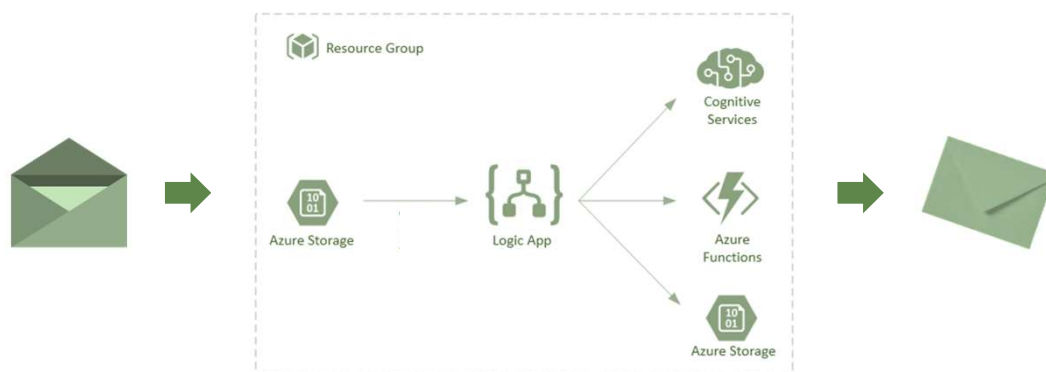
Our promise to you

Simpler, high quality mail system with a high degree of automation

An offer to get started

Identify your domain model requirements

- Identification of use cases and potential for improvement
- Development of a functional MVP (Minimal Viable Products) with a focus on content
- Enablement and coaching of your employees with the new application possibilities by adesso

Using Microsoft Technologies to shorter response times

- Optimize your correspondence with digital and cognitive capabilities
- Improve the quality of your replies
- Sustainable cost reduction potential by reducing the workload of the specialist department

Why adesso?

adesso offers its customers a holistic approach that combines proven consulting methods and competencies with superior technological capabilities and deep industry know-how. adesso has more than 20 years of experience in the implementation of digital business solutions with Microsoft technologies as well as the realization of tailor-made solutions in partnership.

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