

GenAI – Triage

Routing and Response Solution for Enterprise Operations

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Overview

Email communication has firmly established itself as a cornerstone of enterprise operations, acting as the primary channel for driving business, coordinating efforts, and maintaining crucial lines of communication both internally and with customers.

The challenge however is that the majority of email responses are often performed manually, slowing the pace and overall scalability of business operations.

By collaborating with enterprise-level digital operations experts like Calab.ai, enterprises can harness the transformative power of Artificial Intelligence (AI) to revolutionise their digital services in a manner that provides both digital scalability and collaborative human oversight.

Challenges With Traditional Business Operations

Although much of enterprises today have deployed systems of record that govern core operations data, many business process channels are still manual, requiring human effort even for simplistic workflows.

Leveraging Calab.ai's GenAI-Triage expertise in digital operations, enterprises can overcome these challenges and enhance digital operations across the board.

⊗	TRADITIONAL ENTERPRISE OPS	Labor Intensive	Error-prone	Lack Scalability
✓	GENAI-POWERED ENTERPRISE OPS	Streamlined & Highly Efficient	Accurate & Effective	Highly Scalable

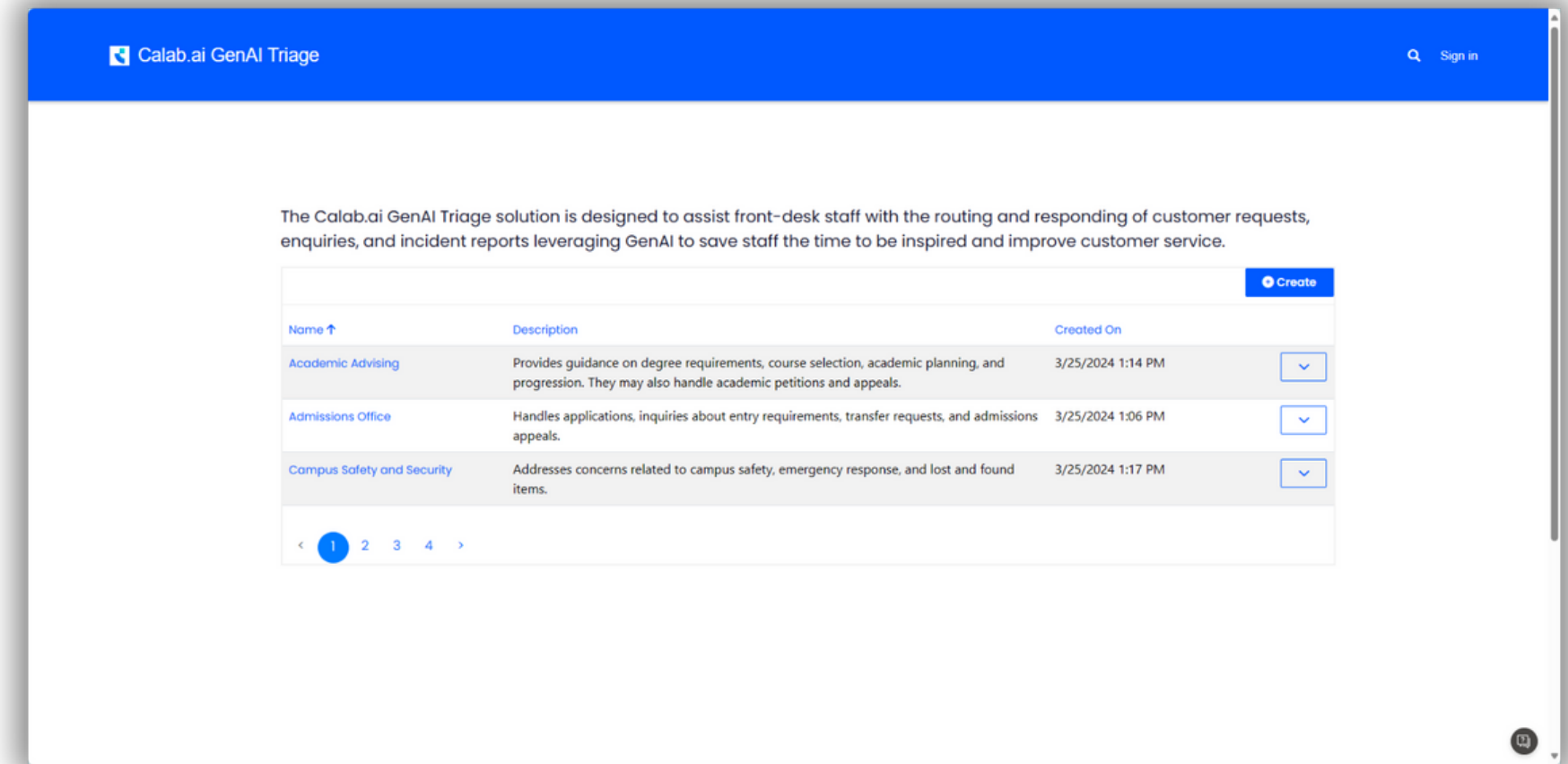


Digitisation Through GenAI - Triage

With Calab.ai's **Generative AI - Triage**, enterprises are able to take a rapid approach to digitising their operations by directly looking at the highly repetitive emails they need to process each day.

Our innovative framework, can be rapidly deployed within weeks and requires minimal training data in order to understand the specific nuances that are required to ensure accurate processing for your specific operational processes.

Our framework is deployed within the privacy of the enterprises network, ensuring all data remains secure and processed in accordance with your enterprise's digital policies.



Generative AI Driven Routing



Enterprise Specific Customisation

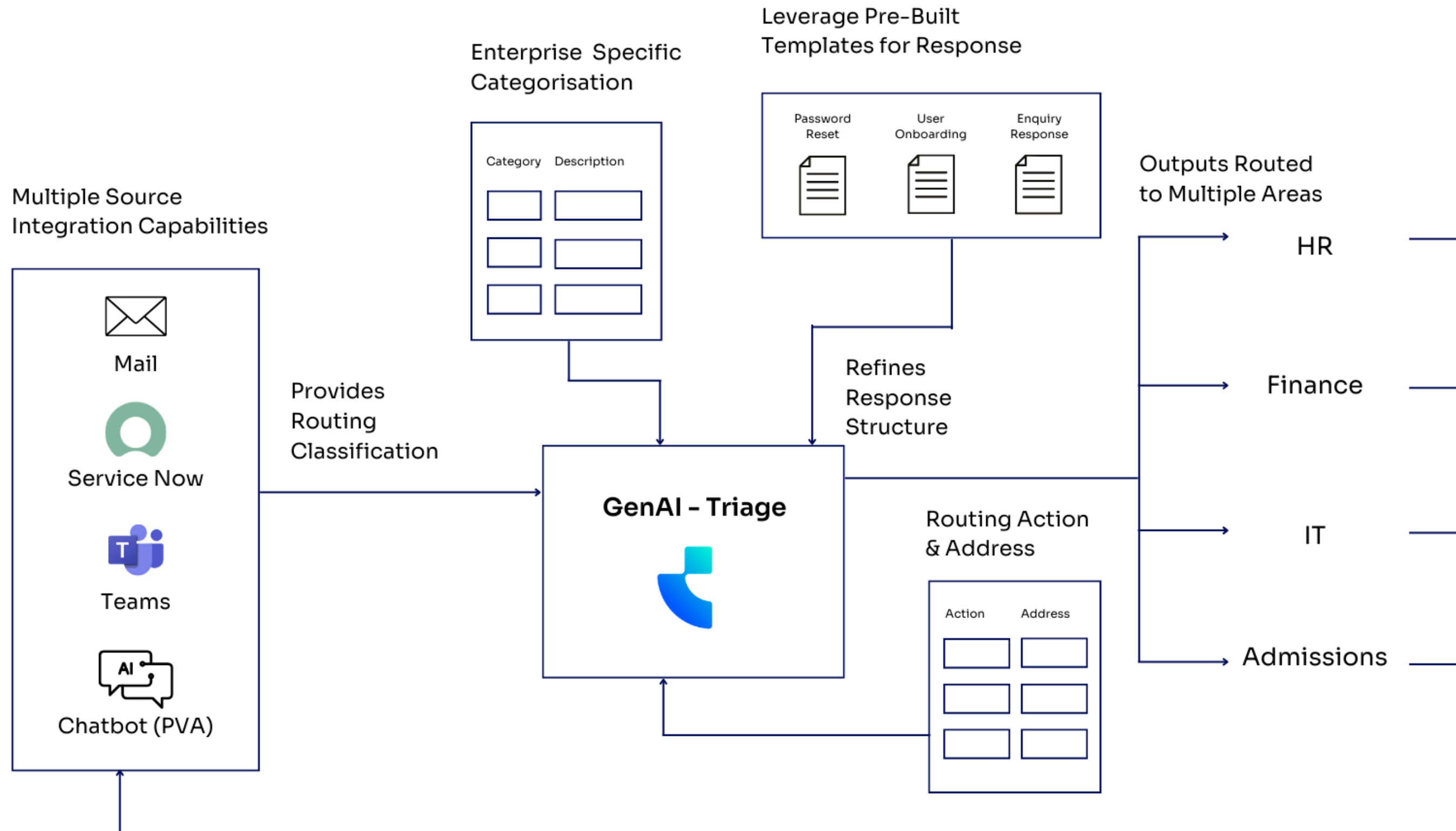


Ticket System Integration



Direct Email Integration

Solution Overview



GenAI-Triage **Benefits**

- ✓ Routing time of **200ms** per email
 - ✓ Typically **50% Reduction** to process manually
 - ✓ Provides **dynamic scaling capability** based on demand
 - ✓ Quick **implementation time <4 weeks**
-

GenAI-Triage

Key Features

GenAI-Driven Routing

By leveraging the power of large language models, GenAI-Triage can go beyond the basic key phrase detection algorithms of the past and truly understand the intent of an inquiry or message.

Integrating customized enterprise routing maps with Calab.ai's advanced GenAI framework has empowered businesses to route and respond to messages precisely, aligning with their uniquely defined workflow requirements.

The screenshot shows a mobile application interface with a sidebar on the left containing icons for a clipboard, a checkmark, and a grid. The main content area is titled '> Favorites' and contains a list of categories under the heading 'Inbox'. A 'Sub-Inbox' section lists various departments with their respective counts.

Category	Count
Academic Advising	11
Admissions Office	11
Campus Safety and Security	9
Career Services	10
Financial Aid Office	10
Health Services	11
International Student Office	10
IT Services/Help Desk	9
Library Services	11
Registrar's Office	12
Student Accounts/Bursar's Office	11
Student Affairs/Services	11

Enterprise Specific Categorisation

GenAI -Triage Templatized Response

To maintain consistency in workflow outputs, templated responses are adopted ensuring that outputs are standardised and precisely aligned with the unique requirements of each workflow.

This approach ensures uniformity and precision across an enterprises digital operations.

```

json
{
  "passwordResetTemplate": {
    "name": "John Doe",
    "link": "https://example.com/reset-password?token=1234567890abcdef"
  }
}

```



Send

From ▾ GenAI - Triage@Calab.ai.com

To

Cc

Subject

Password Reset Template

Dear [\[Name\]](#),

Thank you for reaching out regarding your difficulty with accessing your account. We understand how important it is to have reliable access, and I'm here to assist you through the password reset process. Please follow the steps below to securely reset your password:

1. **Visit the Password Reset Page:** Use the following link [Insert Password Reset [\[Link\]](#) to navigate to our password reset page. If you're unable to click the link, please copy and paste it into your web browser's address bar.
2. **Verify Your Identity:** For security reasons, you'll be asked to provide some information to verify your identity. This may include your user ID, email address associated with your account, or answering security questions you've set up previously.
3. **Choose a New Password:** Once your identity is verified, you will be prompted to create a new password. Ensure your new password meets our security requirements [you can specify the requirements, such as length, characters, etc., if known].

Your security and privacy are of utmost importance to us. Please ensure that your new password is unique and not used for other accounts to maintain the security of your information.

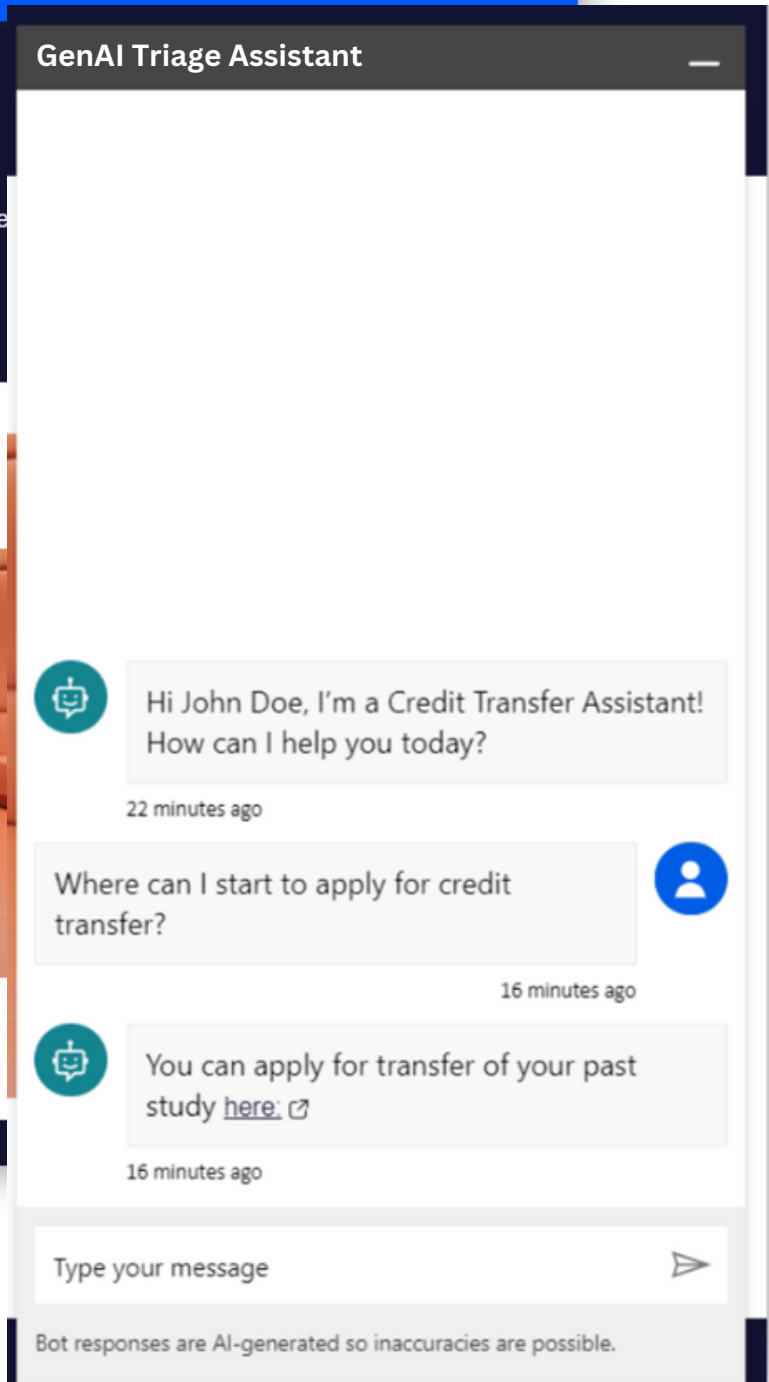
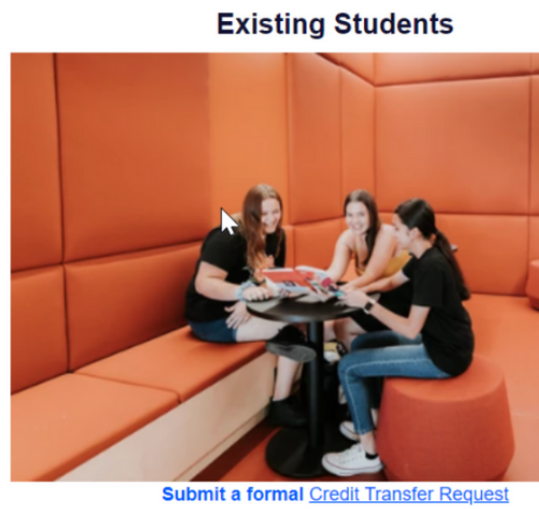
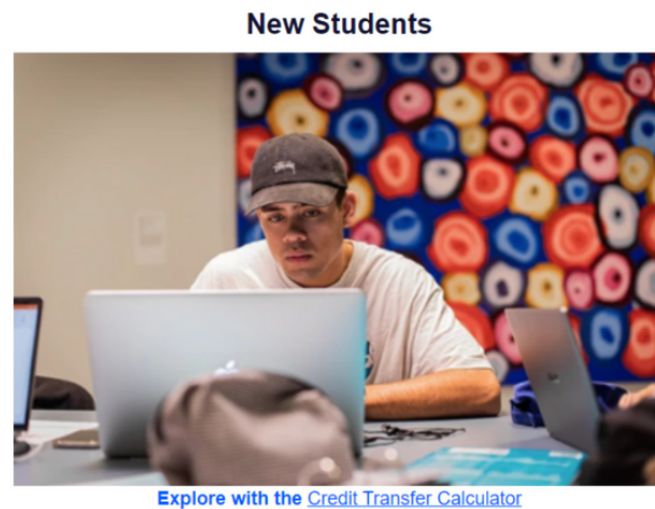
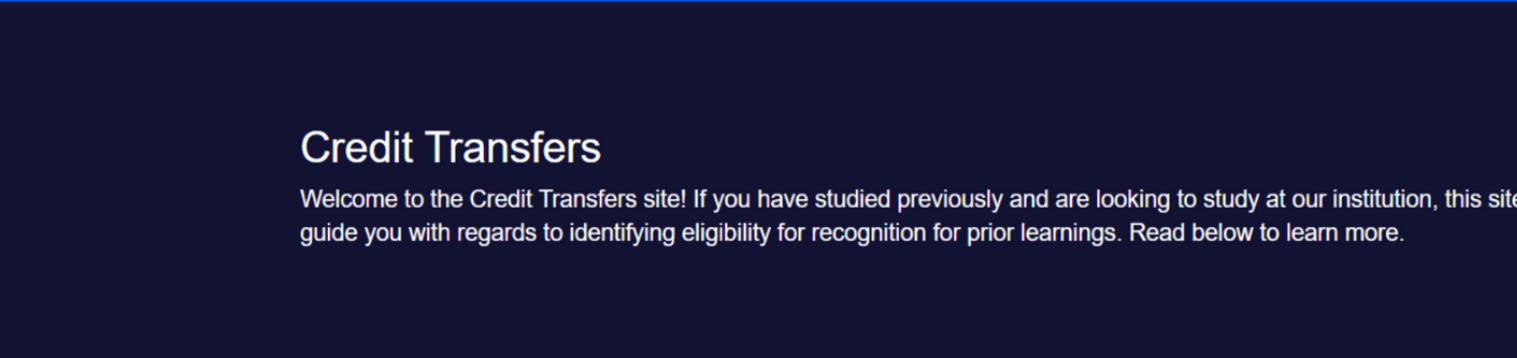
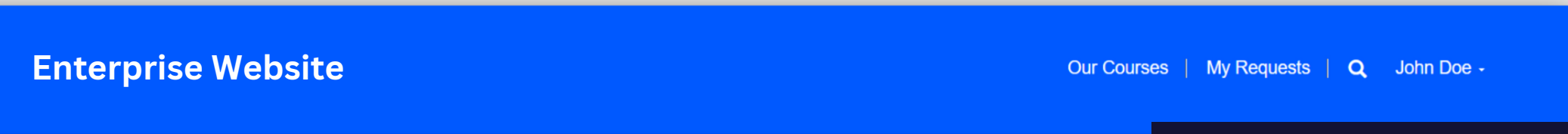
If you have any questions or require further assistance, feel free to reach out.

Best regards,
GenAI Enquiry Assistant

GenAI -Triage Chat Integraton

Expanding GenAI-Triage to the front end of enterprise operations, integrating it with chat across portals, can significantly enhance user experience and operational efficiency.

This approach leverages the existing GenAI-Triage model that handles email inquiries, adapting it to a chat-based interface preferred by some users.





Book a live demo with us today

For more information on GenAI-Triage, please reach out to our team at Calab.ai.