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

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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 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.
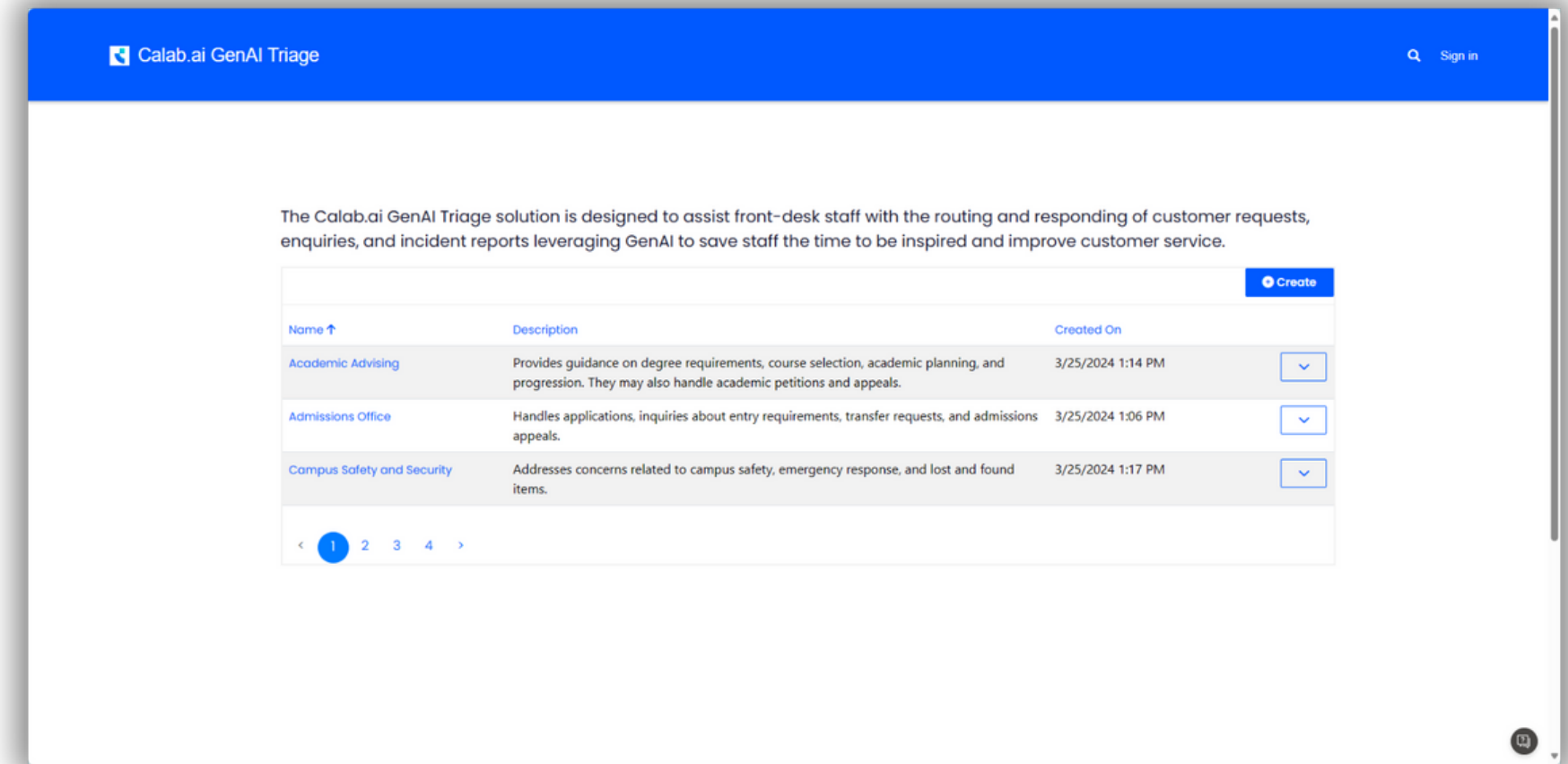
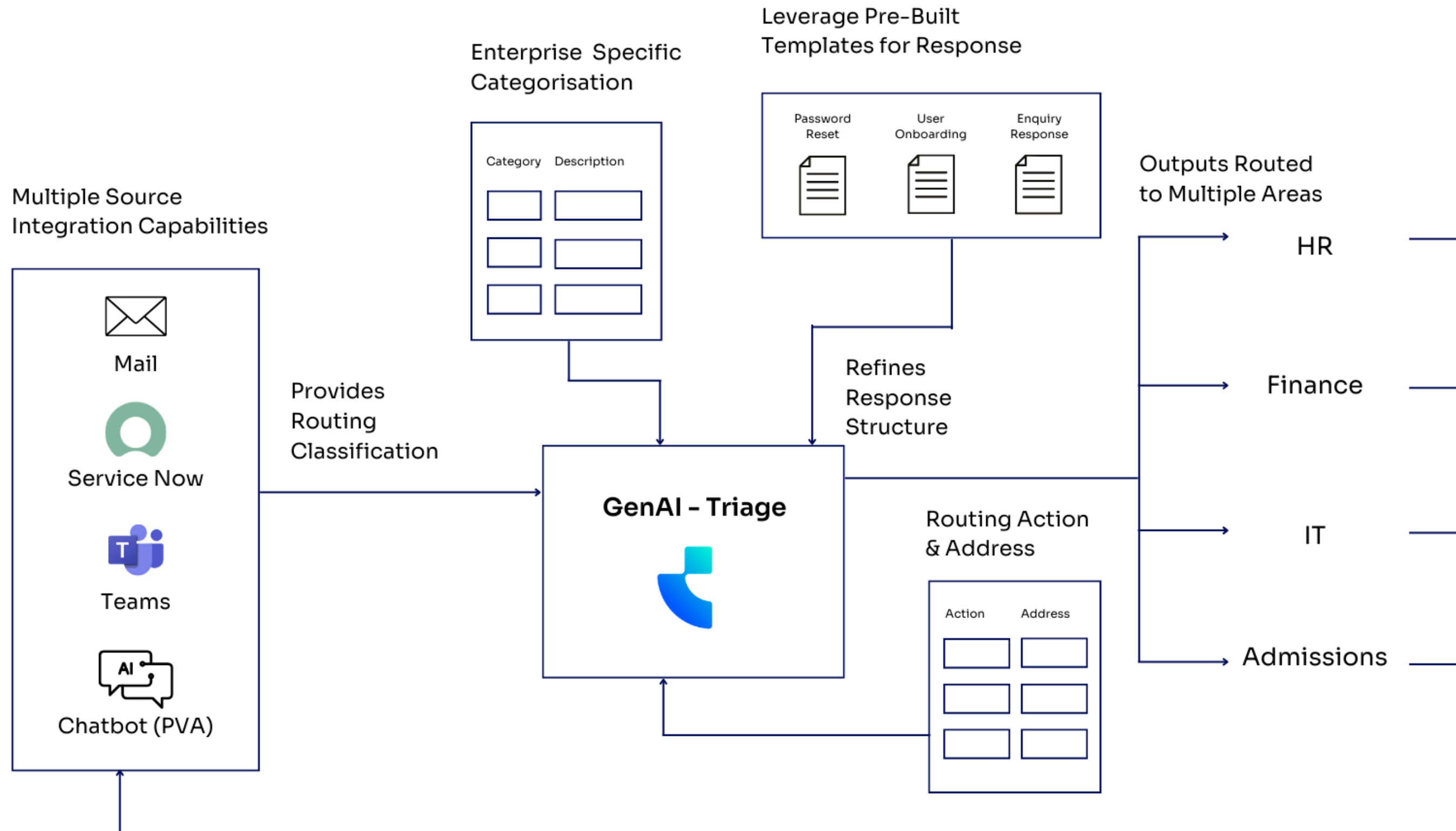✓ **Generative AI Driven Routing**

✓ **Enterprise Specific Customisation**

✓ **Ticket System Integration**

✓ **Direct Email Integration**

Solution Overview

Enterprise Specific
Categorisation

Leverage Pre-Built
Templates for Response

Category	Description

Password
Reset

User
Onboarding

Enquiry
Response

Outputs Routed
to Multiple Areas

Multiple Source
Integration Capabilities

✉
Mail

Service Now

Teams

Chatbot (PVA)

Provides
Routing
Classification

Refines
Response
Structure

GenAI – Triage

Routing Action
& Address

Action	Address

HR

Finance

IT

Admissions

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

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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.

> Favorites

Inbox

ˇ Sub-Inbox

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
Templatised 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"
  }
}
```

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.
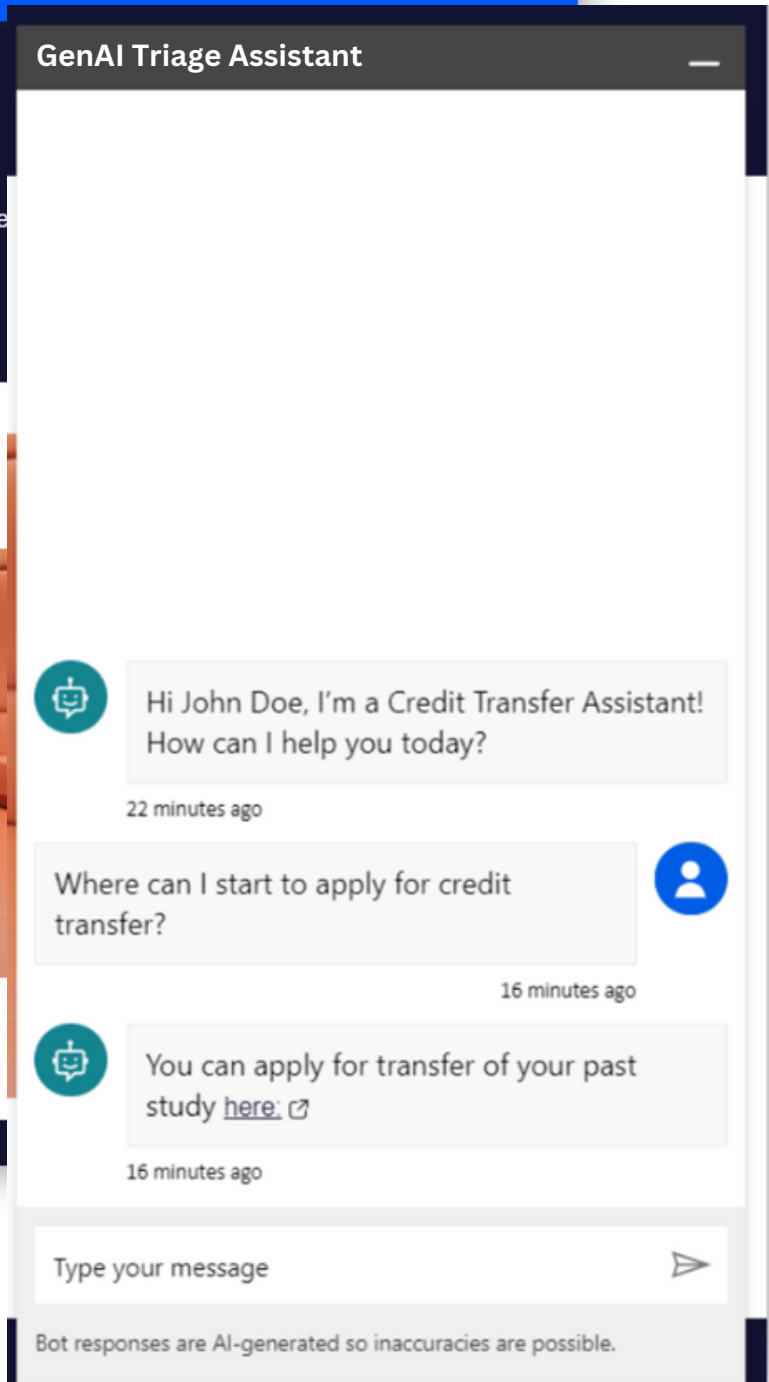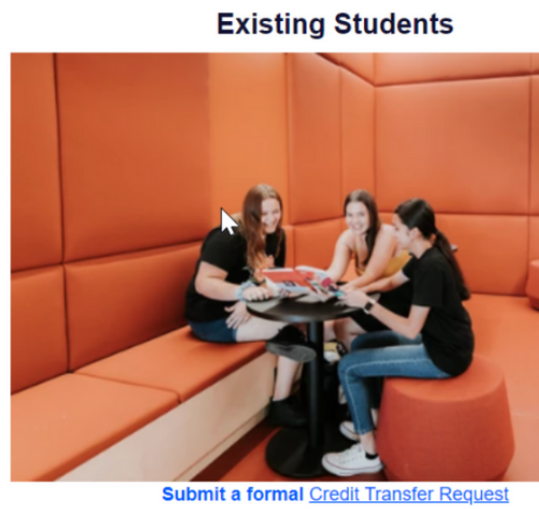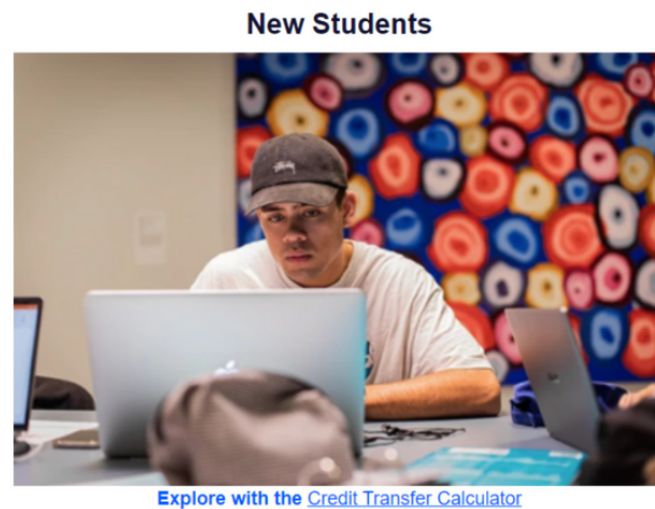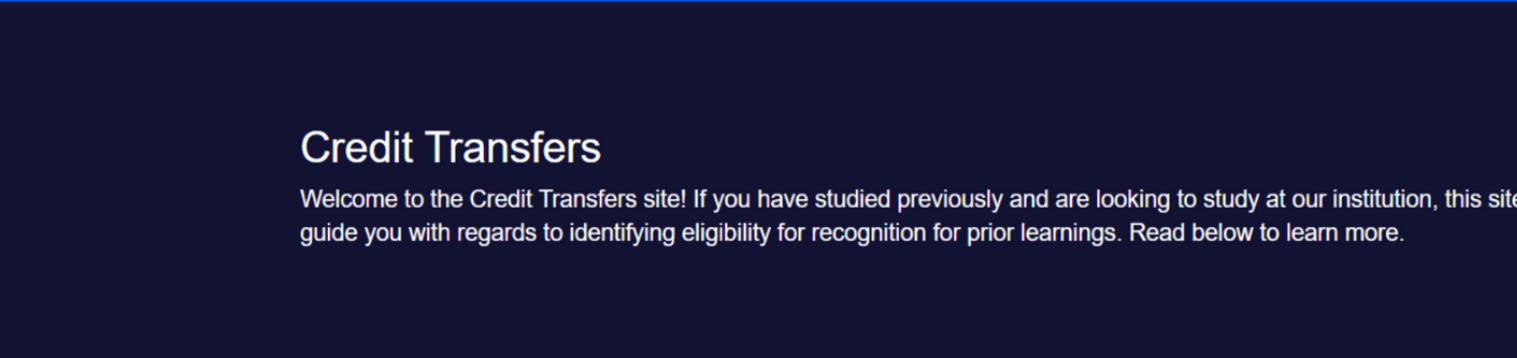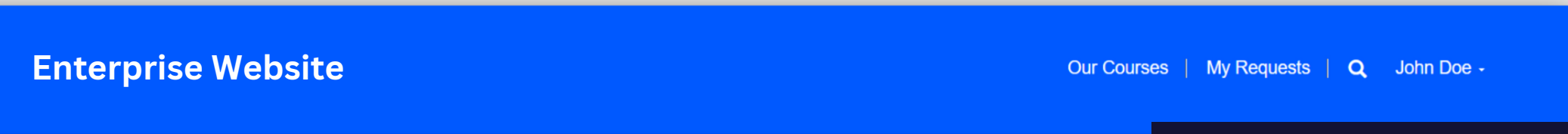
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Book a live demo with us today

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