Artificial intelligence for the future workforce
Presentation of Simplifai’s Emailbot

A solution that can open, read and understand emails, extract key data for use elsewhere and send information or perform tasks in other systems. It can also communicate with sender, to confirm receipt of case or if information is missing.
What does Emailbot do?

Emailbot can:

• Handle external and internal emails
• Classify emails and extract key information for process automation
• Communicate with inquiry sender
  • To confirm receipt of information
  • Reply if missing key information
• Dispatch mail to colleagues
• Execute tasks in other systems – Full automation from A to Z
Customer benefits

Always available
An email bot is always on call and can work 24/7 with the tasks at hand.

Speeds up case handling
It works faster and can handle more load than humans. The key is setting up the right tasks.

Consistent handling and replies
It will handle the cases after a given «recipe», and with the level of confidence you set.
Higher productivity

Your productivity will increase as much as 5 times, and potentially more due to redesign of the process and better use of human intelligence.

Motivated employees

Your employees will be relieved of the prepp tasks and the «boring» parts of case work.

Satisfied customers

With faster process time and better motivated employees your customers will notice 😊.
Why use an Emailbot from Simplifai?

- **English & Nordic languages**
  - Language engine that learns continuously

- **Classify and extract**
  - Understands context of email and classifies as a document type. Reads email text and can extract requested data.

- **Perform tasks**
  - With automation solutions the emailbot becomes a digital employee, capable of performing tasks requested by user

- **Flexible**
  - Fully configurable to customer request
Differentiated layers of complexity in the digital employees

Functionality

- Reads email
- Understands content and extracts data
- Performs tasks

Back-end systems

- Language modules and libraries
- Machine learning
- Integrations
- Process automation (RPA)
Example process of Emailbot

1. Incoming email
2. Opening and reading content
3. Email classification
4. Data extraction
5. Evaluate result
6. Reply to sender and request additional information
7. Upload to CRM system for further actions
8. Notify colleague
9. Send to human colleague for handling
10. Archive

Entity Mapping here is:

Buyer: Jacoben og Emilie ABC
Seller: Marie Olav og Bikash Agrawal
Address: TÅSENVEIEN 3333B, GNR: 53 BNR: 52
KOMMUNE: OSLO
Firm: teller.no
FirmTel: 22 99 98 23
Agent: Tommy Olason
Components of the Simplifai Emailbot

- All basic modules are included
- We configure what data to extract
- Define what sorts of emails to expect and how to recognize and classify them
- We train and teach the email-bot with existing email
- We connect the email-bot to the process it is in and how to interact with others

<table>
<thead>
<tr>
<th>Simplifai developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simplifai’s basic machine learning language engine</td>
</tr>
<tr>
<td>Data extraction</td>
</tr>
<tr>
<td>Text reader and recognition</td>
</tr>
<tr>
<td>General synonym list NO</td>
</tr>
<tr>
<td>Machine learning unit (NLU/NLP)</td>
</tr>
</tbody>
</table>
How to train the Emailbot

Emailbot can be trained to work effectively in as little as a week

• Acquire a set of sample emails (about 100 as a start, the more emails, the more accurate it becomes)
• Define different email inquiry types
• Define key information needed for extraction for each type of inquiries
• Define actions to perform for each type of inquiries
• Mark each sample email with the correct inquiry type and key information
• Press “Train”
Contacts

Daniel Kohn  
Chief Commercial Officer  
+ 47 900 64 000  
Daniel@simplifai.ai

Miriam Øyna  
Product Manager, chatbot  
+ 47 417 50 477  
Miriam.oyna@simplifai.ai
Simplifai
Artificial intelligence
for the future workforce