

TCG Process:

Automation for Business

Services

What if you could not only reply to emails in seconds, but also ensure every email is correctly processed? The Email Triage Accelerator doesn't just manage inboxes; it transforms your entire communications flow.

Using intelligent document classification, advanced AI and seamless integration, the Email Triage Accelerator routes inbound emails and content to the right systems and teams, fast.



Let the results speak for themselves:

- ✓ **Reduce email processing time by 80%**
Automate triage, categorization and assignment in a unified workflow.
- ✓ **Ensure correct routing**
Advanced AI models recognize content type, intent and urgency.
- ✓ **Enable quicker responses**
Deliver faster, more accurate replies by connecting to ticketing, CRM and case management systems.
- ✓ **Support multi-channel inputs**
Combine email, forms, portals and more into one efficient stream.

Demonstrable Compliance and Audit

Optimize email processing with AI-powered triage that ensures critical communications are prioritized while improving response times and customer satisfaction.

Common Challenges Addressed

Email volume overload

Manage thousands of daily emails efficiently without requiring additional staff or extended work hours.

Inconsistent response quality

Ensure all customer emails receive appropriate attention regardless of staff availability.

Limited email analytics

Gain insights into communication patterns, response times, and customer sentiment for continuous improvement.

Missed critical communications

Prevent important emails from being buried in crowded inboxes or filtered incorrectly.



"We were overwhelmed with 1,500+ daily emails and 48-hour response times. TCG's Email Triage Accelerator cut critical issue responses to under 2 hours, boosted customer satisfaction by 35%, and saved 7 hours weekly by removing duplicates."

Customer Service Director

Financial Services Company

Automated Email Handling Benefits

1

Prioritize urgent communications

Automatically identify and escalate time-sensitive emails based on content analysis and sender importance.

2

Route emails to appropriate departments

Eliminate forwarding delays and ensure emails reach the right subject matter experts immediately.

3

Reduce email response times

Improve customer service with intelligent routing and priority-based queue management.

4

Increase customer satisfaction

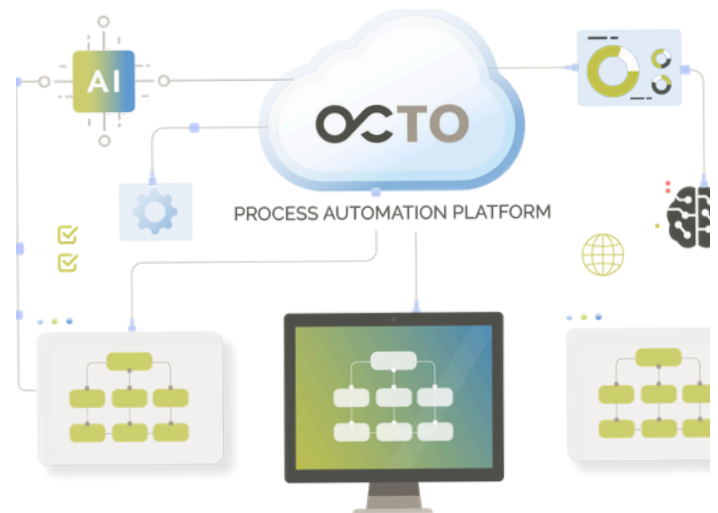
Provide faster, more accurate responses by connecting customers with appropriate resources quickly.

Unmatched Processing with OCTO

Efficient processing starts with precise data. With OCTOidp, intelligent extraction and classification ensure that only accurate data flows into your business processes in OCTO.

Business rules engines ensure consistent rules across all documents, minimizing errors and inconsistencies and reducing processing time.

The entire email triage process — from intake to prioritization and routing — is orchestrated in a single platform, offering full transparency and control.



Harness AI with OCTOai

Integrating AI into email triage processes offers numerous benefits — from improved efficiency and faster response times to more accurate prioritization and better customer support.

OCTOai makes it easy to integrate your choice of AI service(s), while offering out-of-the-box integrations with leading providers including OpenAI, Microsoft and Google.



Smarter
Email
Management



Improved
Customer
Experience



Seamless
System
Integration



Lower
Operational
Costs



Full Process
Visibility

Schedule a demo or speak with one of our experts to accelerate your email triage.