



Gain control over email ingestion bottlenecks to improve your customer's experience

In an era where customers care most about service, organizations have an opportunity to stand out from the competition by delivering exceptional customer experiences - act on information entering your organization in seconds.

The problem

Customers, suppliers, employees and other stakeholders are hammering your business everyday with emails, and these emails quickly become complex, with a multitude of file formats attached, or embedded, attached and embedded, or emails attached to another email. Your organization must validate these at scale to ensure all information is processed accurately to minimize downstream error handling.

To deal with this volume, many organizations hired, shifted or contracted resources, but to their disappointment, that didn't solve the problem. The variety of document file types requiring manual intervention slowed processes down to a crawl.

This ingestion bottleneck negatively impacts not only your customer interactions, but your employee satisfaction, too.

The solution

TCG Process has helped many leading organizations automate their processes so email and digital content is ingested in seconds rather than hours. The benefits to customer experience, employee experience and operational costs are significant and well documented.

Below are four best practice steps your organization can take to tame any high volume or complex digital mailroom, for enterprises both local and global. You can jump through the steps at a quick pace or one at a time, depending on your automation journey and change management practices.

1. Collect and normalize

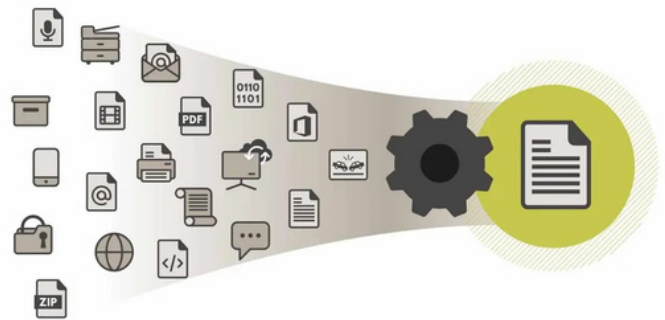
Dealing with 50+ file types manually is impossible. First, organizations must convert every document, email body, portal upload and image into a standard format that may be viewed in a single application.

TCG Process' solution, DocProStar, can natively convert over 150 different file types into a standard format, with documents and pages separated and presented within seconds.

2. Auto-classify

In step one, all documents were simply classified by an organization's operators in a user-friendly format. In step two, we aim to identify the key document types driving your critical business processes, automatically.

Organizations can train DocProStar's artificial intelligence-driven classification activity to automatically identify what a document (email-body and/or attachment) is and feed the document into the proper business processes, workflows, departmental teams and content management systems.



Document classification technologies now deliver 90%+ accuracy. For critical business processes, this means information from stakeholders is being acted upon within minutes rather than hours or days.

3. Extract key business data

The next step is to automate the capture of relevant data from these documents to better inform your business applications and downstream processes.

Medical reports, government forms, insurance claims, loan applications, onboarding applications and other unstructured, complex documents can now be automated using the various activities and services available with solutions like DocProStar.

4. Drive business value through process automation

Ultimately, your organization wants to drive business value through process automation by improving accuracy and quality and increasing efficiency.

DocProStar from TCG Process is more than simply an ingestion and data capture solution, its intelligent document processing (IDP) and intelligent process automation capabilities make it easy for customers to continue to add value.

The low-code / no-code solution makes it straight-forward to configure complex validations to check if document processing is completed properly and meets all business rule requirements. Adding validations such as these can easily extend the benefits of the fast and accurate processing of high volumes of complex digital content—and at a speed your digitally-native customers and employees expect.

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