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Intelligent Case Management

Inputs

Scan incoming requests

The AI agent periodically scans email inbox and/or case management system for incoming requests.

CATEGORIZE → ASSESS → ASSIGN

Categorize requests

The AI agent categorizes the requests based on predefined criteria and generates support tickets.

Assess each case

The AI agent assesses each case and determines its complexity, urgency, and the required expertise for resolution.

Assign case to staff

The AI agent assigns each case to the appropriate staff members, considering their availability and expertise.

Analyze past successes

The AI agent analyzes past cases to identify successful resolutions to similar issues.

Assist response drafting

The AI agent assists the case manager in drafting a response to the requestor, incorporating recommendations from past cases.

ALONG THE WAY…

Status updates

The AI agent provides status updates to the requestor throughout the process, ensuring transparency and communication.

Documentation

The AI agent assists in documenting completed cases, capturing key details and resolutions.

Knowledge Base Updates

The AI agent updates FAQs and the knowledge base with information from resolved cases to aid in future case management.

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