

AI-POWERED EMAIL BOTS

Overview

1.

A diversified financial services firm — managing equity research, wealth management, broking, and lending — was drowning in 80,000+ monthly customer emails. Human agents couldn't process the volume accurately or efficiently. Network Science deployed an AI Email Bot to automate triage, intent detection, and response generation.

Solutions & Strategy

2.

Implemented an AI-powered email automation platform that classified customer intents, generated personalized responses, and streamlined high-volume email operations.

Solution

Email Intelligence Platform

Personalized Response Automation

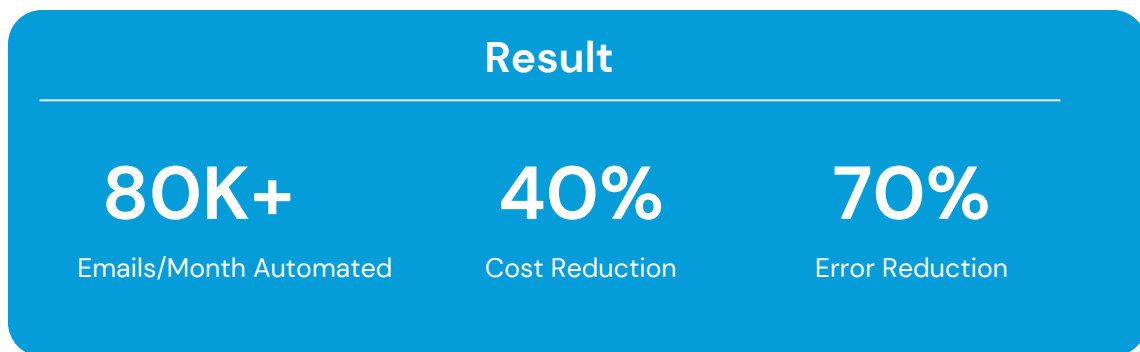
Enterprise System Integration

Continuous Learning Engine



4.

- 80,000+ emails per month processed autonomously, with no additional staffing.
- Operational costs for email handling reduced by an estimated 40%.
- Response error rates cut by up to 70%, boosting customer trust and reducing follow-up interactions.
- Human agents freed to focus on complex, high-value customer interactions.



AI email automation transformed a volume-driven bottleneck into a scalable, high-accuracy customer service operation. The firm now handles massive email loads with fewer resources, lower costs, and higher precision — all while freeing its human teams for work that requires real judgment.