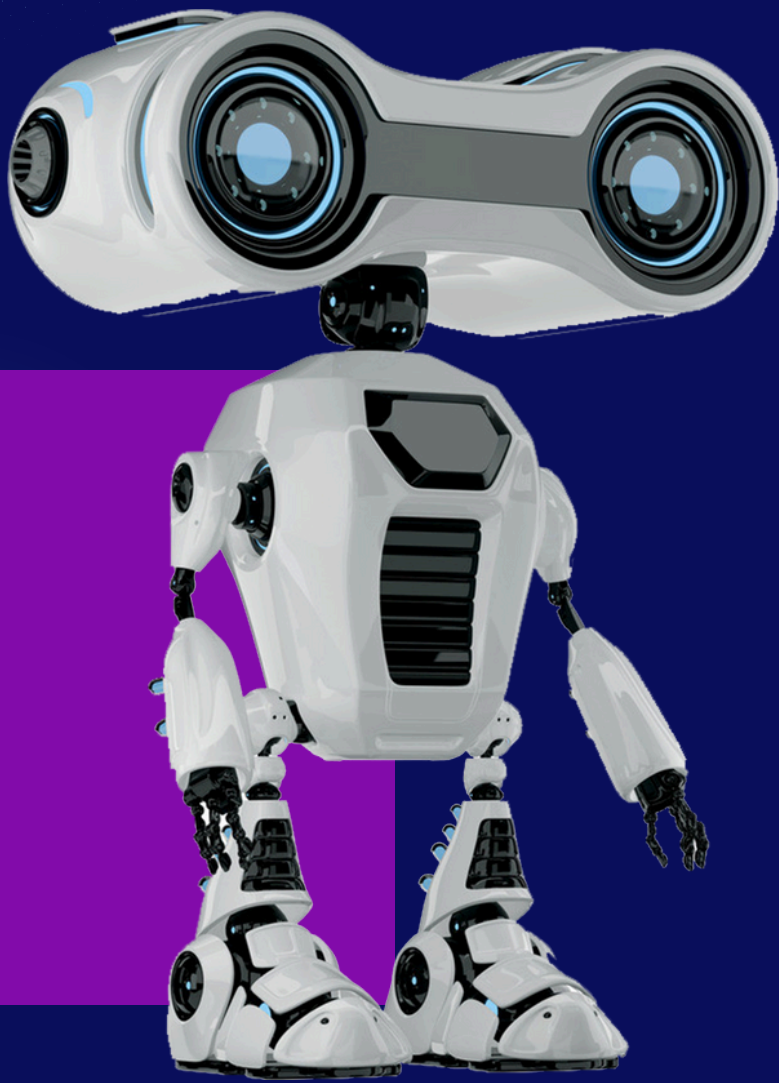# Meet our
Email Bot

The Efficiency Maestro Revolutionising Your Inbox, One Message at a Time!

Transform Your CX & Digital Operations with OPX Email Bot

The OPX Email Bot will revolutionise your email management by leveraging AI to update your customers whilst streamlining and enhancing your workflows.

Here's how it works:

01   Inbound Email Automation

For all inbound email, the OPX Email Bot will:

- **Classify emails**: Decipher email subject lines and bodies to determine their content, then pushes the item to the right team, member, based on users' skills, learning as it goes.
- **Monitor Mailboxes**: Listen to mailboxes from Microsoft Exchange and even Lotus Notes.
- **Workflow Integration**: Convert emails into workflow payloads allowing onwards functionality, updating CRM's and monitoring workloads..
- **Attachment Handling**: Include email attachments in the payload or virtual folders.
- **Process Initiation**: Start one or more OPX processes based on email classification.
- **Triage Unclassified Emails**: Initiate a triage process for emails without strong classification.

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02   **Outbound Email Automation**

The OPX Email Gateway facilitates the automated generation and dispatch of templated emails as part of the OPX Workflow or OPX AI processes. Key features include:

- **Automated Email Activities**: Create activities in OPX that generate and send emails.
- **Template Creation:** Use the document production module to design email templates.

03   **Enhance your CX**

Our email Bot allows for automated emails and SMS messages to update customers about:

- The current stage of their service request.
- Requests for additional information.
- The outcome of their service request.

Elevate your email handling capabilities with the OPX Email Gateway, and experience seamless integration and enhanced efficiency in your digital operations.

Book a Demo ❯

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www.corporatemodelling.com

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