



Transform Data Insights With the Power of Automation in Communications Mining

Too much Communications.....

Irrespective of industries, customers always contact service desk agents for any query. Every interaction, whether it's through phone calls, emails, or face-to-face discussions, signifies work to be done. This being the reason, employees find themselves overwhelmed by the sheer volume of conversations with customers and colleagues.

Benefits of AutomationEdge Ready Workflows

80%

of enterprise data is unstructured much of it comprised of messages, emails and tickets.

28%

Of employees workweek is solely entitled to managing emails.

22%

Of organisation reveals email overload stands the sole reason people leaving their jobs.

What is Communications Mining?

Communications Mining is an application of Conversational Data Intelligence that focuses on extracting meaningful insights and value from communication processes. Leveraging the power of AI and automation communications mining enable your organizations to automate most repetitive tasks and process from beginning to end.

Benefits of Communications Mining

Discover Automation Opportunities

Assess the complexity of the process, volume of manual effort, potential cost, with communications mining to discover automation opportunities.

Streamline Communication Process

Understand the multiple language intent and source of information to offer faster service ticket resolution and streamline communication.

Improve Process Efficiency

Gain data insights from multiple communications and identify the process that are lagging behind and improve the performance.

Optimize Employee Performance

Identify top performing employees using communications data and create effective communication practices with training programs.

Create Knowledge Base

Automatically extract insights from employees mails, chat conversations and create a centralized knowledge base for easy data access.

How can Automation Complement Communications Mining?

Rule Based Automation

Mine communication data, identity pattern and trends to automate process. Learn how to resolve similar communications with predefined rules automates system.

Data Enrichment

Mine communication data, identity pattern and trends to automate process. Learn how to resolve similar communications with predefined rules automates system.

Exception Handling

Identify complex exceptions by analysing communication data for unique data or specific triggers.

Performance Monitoring

Provide valuable metrics and insights on communication effectiveness, response times, customer satisfaction, and other key performance indicators.

Risk Management

Analyze communication patterns, detect deviations from established compliance standards and design automated systems to enforce compliance rules.

Why Choose AutomationEdge DiscoveryEdge?



AI Based Ticket Analysis



100% Privacy & Security



Web Portal to Upload Tickets



Deep Insights to Your Data