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 Simplira

Emailbot

Automatic email handling

What is an Emailbot?

An Emailbot is a tool for automatically handling large amounts of incoming emails. The bot analyses and processes the content of each email and performs actions based on this information. It can be adapted to suit your needs and industry and trained via our platform. It is continuously trained and improved via the tagging and language engine (NLU).

[Book a demo](#)



What are the benefits of an Emailbot?





Highly user-friendly

We are devoted to ensuring that the interface is as user-friendly as possible. No coding or technical background is required to have an Emailbot.



Unlimited capacity

The Emailbot can handle large volumes of incoming e-mails at once, around the clock, without breaks.



Get an overview

Gain a good and well-organized overview – all emails are classified completely automatically.



We analyse and adapt

We map your needs for you.

Please contact us to book a meeting to find out how your business can benefit from an Emailbot.

What can an Emailbot do?

An Emailbot processes content and performs actions. You decide what the email bot will analyse and what it should do when. Below is an overview of what it can do.



Forward

The bot forwards emails to people or systems



Respond

It can respond to any inquiry





Connect to API

Can be connected to systems
in order to perform actions



Classify

Categorizes incoming
emails by type



Interpret and understand

Analyses your content and learns what is what.



Identify

Identifies with the help of keywords



Filter and organize

Organizes your e-mails and filters out junk email

Do you want the Emailbot to do more?

For full end-to-end automation, you can combine the Emailbot with **Documentbot** and/or **Chatbot** and build your own **Digital Employee.**

[Book a demo](#)



To be able to handle the email properly, the Emailbot analyses the content via multiple layers of understanding:

1. What type of email is it?

When the Emailbot receives an email, it immediately reads what type of email it is.

Example: Spam, invoice or customer inquiry.

2. To which category does it belong?

The bot identifies the essence of the email, e.g., the subject of the complaint.

It retrieves information via keywords and machine learning, and understands why the email has been sent.

Examples: Claim, travel expenses, ad sales.

3. What intents does it contain?

We use the word **intent** to explain an intention or purpose.

What is the intention of the sender? What do the sentences tell us?

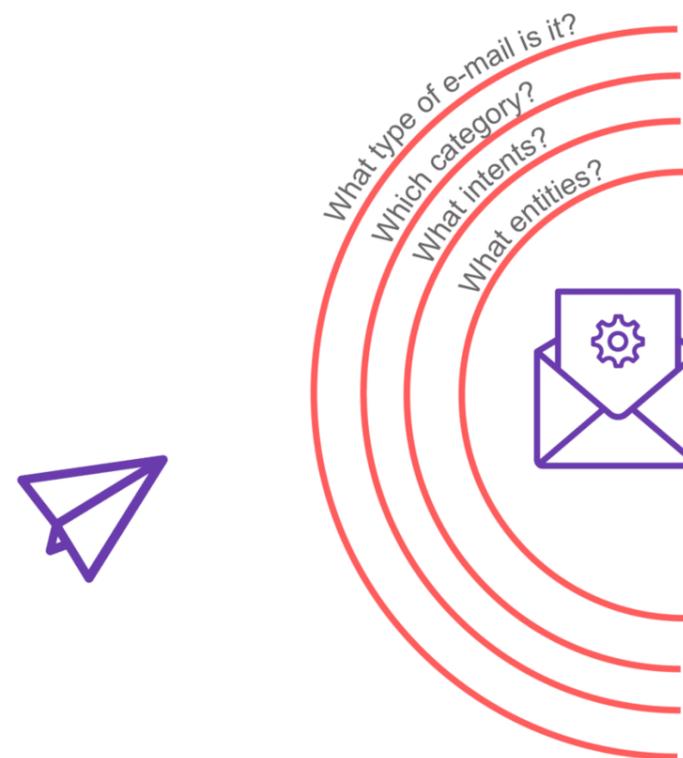
Through training, the bot can learn to read the meaning of sentences and determine whether the email has numerous intents.

Example: "I would like to subscribe to your service" "Can I receive an offer?"

What entities are included?

The bot retrieves important information from what we call 'entities'.

The term 'entity' is Latin for 'that which is', and is a collective term



How do you get started?

Upload existing emails as training data. The bot can then train itself and learn from existing emails in your inbox. It is important to map out the needs – what the bot should be able to understand and what actions you want to perform.

Step 1

Training via tagging

- To train the language engine, we tag the existing emails.
- We tell the bot the type and category of the email, what *intents* it has, and what kinds of *entities* are specified.
- Once it has been trained with a certain amount of data, the email bot will be able to analyze, interpret, and understand the content itself.



!!!

I would like to subscribe to your service.

Could you please send me an offer?

Kind Regards,

Mark Jones

Entity

Intent

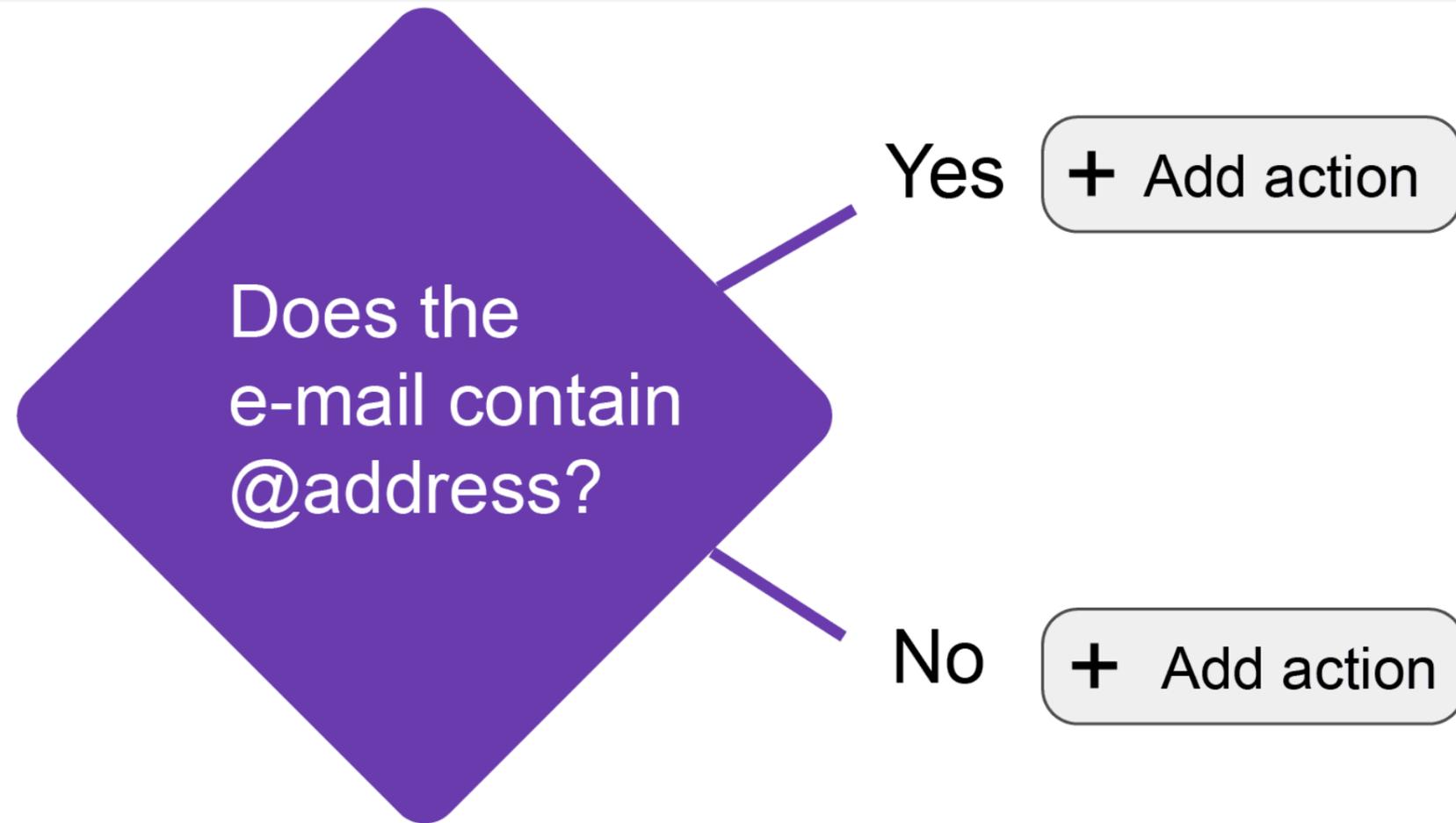
Category: new subscriber

Step 2

You determine the rules and the action flow

- Choose what the bot will do with the information.
- Set rules and conditions for which actions are to be performed and when.





INTEGRATIONS

Our solution focuses on the automation of tasks and inquiries and has been developed specifically for integrations with other systems.



LANGUAGE ENGINE

The Emailbot analyses and makes decisions based on a combination of rules and language engine, also known as *Natural Language Understanding*.



assistance.

For systems in which integrations are not desirable, we will be able to utilize RPA technology *Robotic Process Automation* to give the Emailbot access and the ability to perform tasks.

Examples: CRM and case management systems

[Click here to read how you can integrate with Freshdesk](#)

Some of our Emailbots

Sødde for Claims Link

Sødde for the claims settlement company Claims Link

Sødde can determine whether the received email is a notification or the case of a claim. It recognizes the type of case and considers whether enough information is available to create a case for further processing.

OSM Maritime

6 digital employees for OSM, a global maritime service provider

We have automated salary payments and provided an Emailbot, Documentbot, and multiple RPA (Robotic Process Automation) bots that take handle salary payments and customer billing. The digital employee

Hire a Digital Employee

Combine an Emailbot with a Chatbot and/or Documentbot

Our modules can be assembled. When they are combined in this manner, we call them Digital Employee.

A Digital Employee can perform several types of job functions and have different roles.



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OSM Simplified

and categorizes emails. It creates cases, archives files, and also prepares the case folders for further processing.

[Learn more about Sødde](#)

The captain sends sailors' deductions, overtime hours, advance requests, and the vessel's expense documents to an email address.

[Learn more about OSM](#)

It is then taught using relevant data and information, readying it to take its place among its colleagues.

[Our Digital Employees](#)

Want to know more?



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reCAPTCHA
Privacy - Terms

SUBMIT



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