



engagely.ai

Make a bigger impact by Turning manual workflows into automated workflows with **Email Automation**

No more annoying customers by sending several emails that are not tailored to them as you can seamlessly acquire, engage, and retain your customers using Engagely.ai's smart Email Automation equipped with Relevancy and Immediacy.

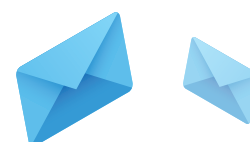
Ignoring the red flags may be detrimental to your business more than you think



- ▶ Managing the increasing volume of customer emails
- ▶ Poor customer engagement due to lack of personalization
- ▶ Time consuming processes due to manual workflows
- ▶ Higher operational costs
- ▶ Reduced efficiency and productivity
- ▶ Inability to handle time sensitive communication

Fret not!

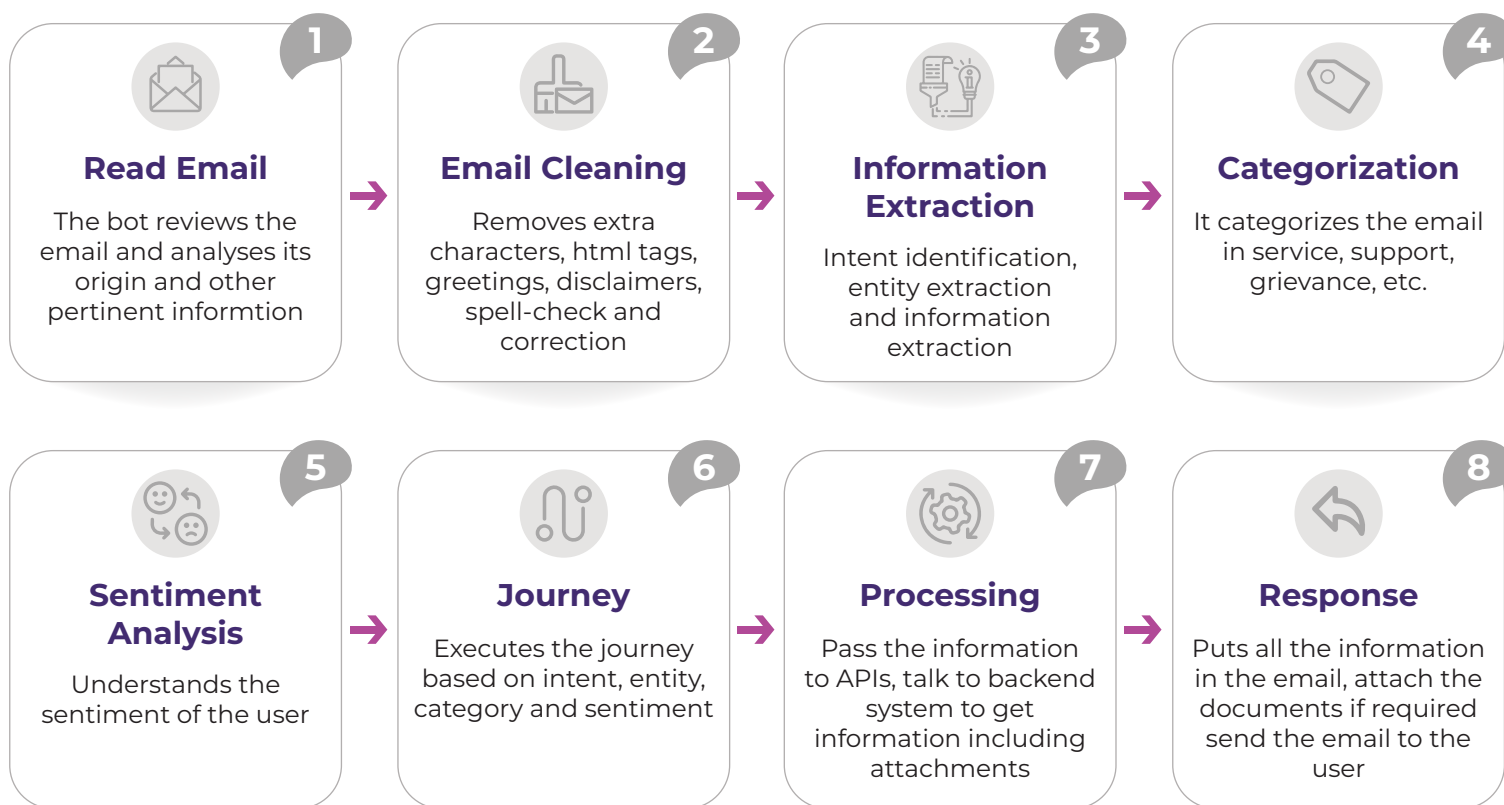
Engagely.ai's Email automation- the saviour for your business is here. The powerful tool can help you grow your business by eliminating time and resources spent on manual processes of emailing with timely, personalized, and hyper-relevant AI powered responses. So, that your teams could use that time to focus on more meaningful work, such as in-depth customer relationship building.



Seize every opportunity to amaze and delight customers while improving your business KPIs



Right from the incoming e-mail to sending the closure response



Transitioning from robotic to real replies with smart Email Automation

New Email

Rahul Jain
to me

Hi,

I am **changing jobs** right now and I have been asked to submit statement of my savings account. Can you please share the same for last **3 months?**

Also, I **lost my mobile** so I am not getting updates on the credit card payments. Can you please share the **recent bill** with me?

Thank you,
Rahul J.

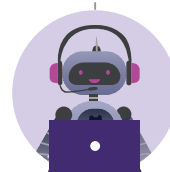
Multiple Intents Identified

Intent 1:
Last **3 month's** statement

Sentiment 1:
Job Change

Intent 2:
Latest **Credit Card bill**

Sentiment 2:
Lost mobile



New Email

Team HSI
to me

Hi Rahul,

All the best for your new endeavour! I have attached the requested statement for last **3 months** as requested.

I am **sorry to hear** about your mobile phone. Your Credit Card bill amount is **Rs. 34,098.34** and due date is 14th Dec. I have attached the detailed bill to this email.

Please reply to this email if there is anything else that we can assist you with.
Have a great day Rahul.

Team HSI









- ▶ **Intent Identification** Detect multiple intents and entities in the query, construct a tailored response for each intent, and respond in a structured form.
- ▶ **Cross-channel Context Retain** Connect with your customers on their preferred channels while moving conversations of an open ticket from email to other channels and vice versa without losing context.
- ▶ **Structured Responses** Analyze the unstructured body in the email to find the list of queries that the customer needs assistance for, and reply in a structured form.
- ▶ **Seamless Integration** Seamlessly integrate with underlying legacy systems, existing email ticketing systems and CRM tools along with attaching the documents/images or videos in the email transactions between the customer and the Email Bot.
- ▶ **Smooth transition between Bot and Human Agent** The bot can assign tickets for complex queries to the agents using existing or our very own mail ticketing systems. While bot is getting trained and improving itself for future communications, it can automate, categorize, perform sentiment analysis and suggest agents for empathized replies to customer queries.

Exquisite features of Engagely.ai that will incentivize you to make the digital leap

- Low-Code
- Omnichannel
- Multilingual
- UI based API Integration Engine
- Journey Orchestration Engine
- Banking-Grade Security
- Advanced Analytics
- Easy to use interface
- Lightning-Fast Go Live

Why Engagely.ai

 Contextual conversations	 Passionate team with domain knowledge	 Banking grade security
 Customer success approach	 Lightning fast Go-Live	 Easy creation with low code builder platform

▶ Seamless integration with your enterprise eco-system of CRM'S and software using API'S



▶ Deployment as per your preference i.e. cloud, on-prem or hybrid



Present in 10+ Countries | Trusted by 150+ Customers | Serves 10+ Industries | Present on 35+ Modern Enterprise Channels