# Slide 8

Transforming Challenges into Opportunities

- **Understanding the Need:**
    - Analyzed email workflows and pain points
    - Identified common inquiries suitable for automation
- **Developing the Solution:**
    - Employed GPT models email intent classification,Azure Cognitive Services for email attachment extraction
    - Created automated workflows for email responses and routing with Salesforce
- **Collaborative Effort:**
    - Worked closely with customer service teams
    - Iteratively improved the system based on feedback
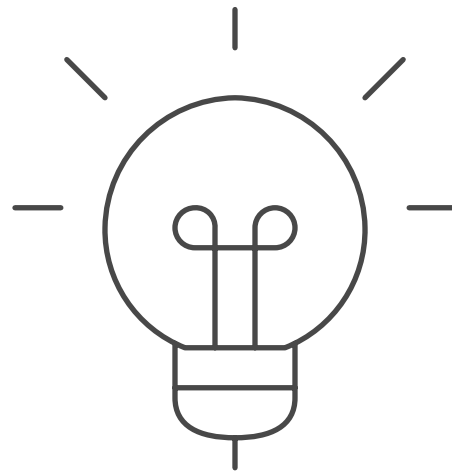
Embrace Change,
Unlock Potential

How to improve email response efficiency?

Continue Manual Processing

High response time, prone to human error.

Implement Automation

Reduced response time, consistent accuracy.