

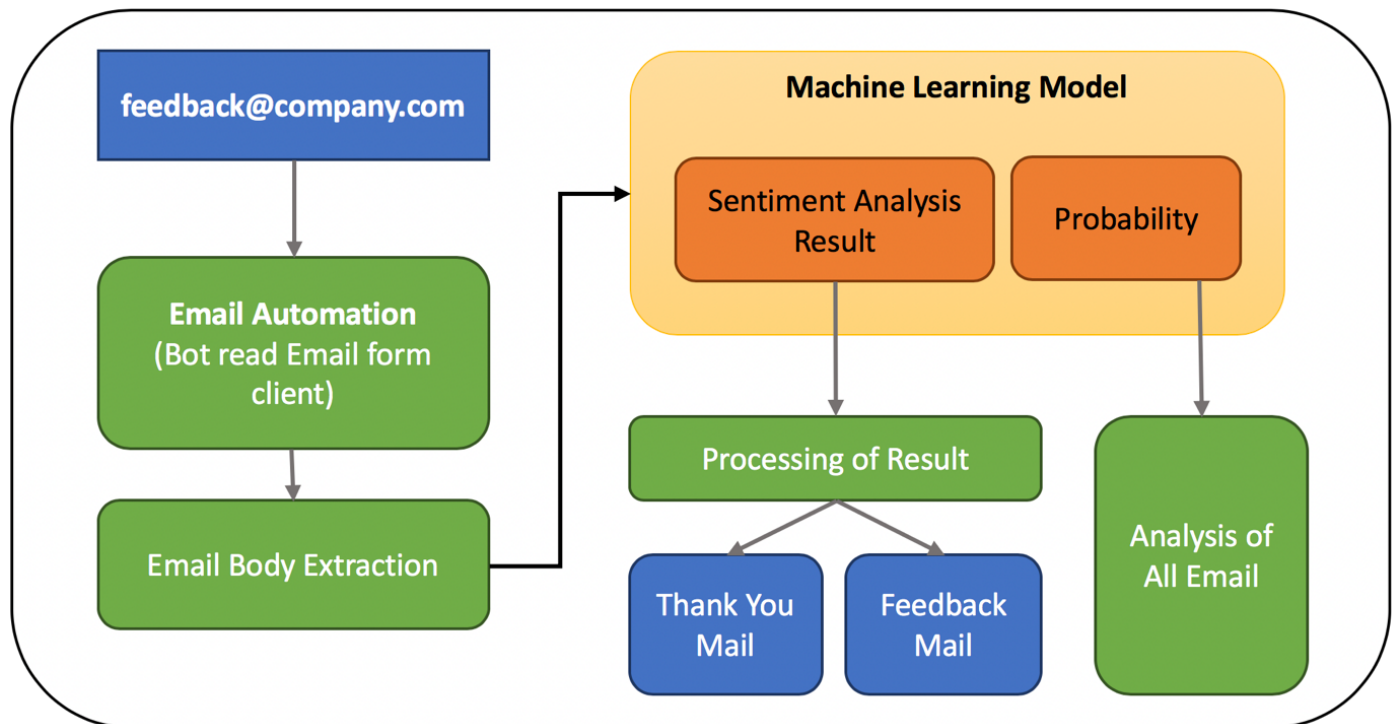
Feedback Workflow System Based On Sentiment Analysis

Problem

The company wants to analyse their performance, and what is the impact of their working each month based on feedback emails. The existing system receives feedback on email (feedback@company.com) through which a team of ten people read each email, classify them as positive and negative. For each positive email, a “Thank You” notification is sent to the respective customer, and for each negative response, notification is sent to the individual customer for understanding the issue. Average time lapse for each email is 8 min.

Solution

To minimize the manual work and increase process efficiency, we propose Sentiment Analysis while automating the process with the help of RPA (Robotic Process Automation). System will be capable of fetching emails, doing analytics and sending feedback to customer according the sentiment from email.



Business Value

Proposed solution is capable of delivering:

- 8x time faster execution then existing system.
- Reduction of 9 FTE.
- Improved effectiveness and efficiency with accuracy.

Note

The proposed solution will be implemented in Ui-Path (v2018.2.3) and Python 3.6 (32-bit).