## Emailbot (SQL, Python, Flask)

Who makes it?

* Product owner: Jeroen Kemper
* Data Scientists: Ralf Kaptijn, Jan Janiszewski

With whom?

* Stefan van der Knaap
* Tjerrie Smit

For whom?

* Call Center

What?

* Emailbot for Call center agents to reply faster to emails
* Recognizes the email subject of the customer
* Based on the subject of the customer email, decides which answer template to suggest to call center agent
* Instead of typing an own email, call center agents can use the predicted email template and save time this way