

Priority Complaint Inbox

Inspiration:

With the unique ability to connect people experiencing ins and outs of a product every day, vibrant customer assistance is vital when scaling support. In the growing AI era, API's are commonly used to retrieve, analyze and determine the concerns raised by individuals. Thankfully better sentiment analysis API's are currently available to address the sentiments of individuals appropriately.

Elevator Pitch:

Automatic ticket generation for customer support based of priority levels using Robotic process automation.

Description:

Technical support is a dedicated helpdesk to support to address all customer related plans. At the outset customer support serves as the main channel for customer satisfaction reviews and also a way to address customer retention. Email support is one of the channels of communication for customer support. It is low cost, non-intrusion, anytime anywhere access of the complaint registration. However such a process requires a streamlined approach and constant monitoring to ensure faster resolution. The most apt way to address customer support would be through RPA to also reduce Mean Time to Report.

Input

Mail Protocol used	File Created
IMAP – unread mails in Hitech Support gmail account	Excel file with name specified by the user

Output

Mail Protocol used	Priority Ticket		
	Levels	Range	Prefix
SMTP – to sender priority ticket number	Urgent	0.0-0.1	#U
	High	0.2-0.3	#H
	Less Critical	0.4-0.7	#LC
	Normal	0.8 and above	No prefix

Benefits

Priority ticket generation can support:

Product installation

Product training

Product troubleshooting

Product maintenance

Product upgrading

Challenges I ran into:

Customizing sentiment analysis using Microsoft azure activity for raising priority tickets.

Accomplishments that I'm proud of:

Addressing trouble ticket generation for customer support that helps keep track of series of follow-up corresponding with customer complaints.

What I learned:

Cognitive services that bring AI within the reach of an RPA developer through APIs that do not require Machine Learning expertise.

What's next for Intelligent Activities:

Integrating other APIs using Python programming for further sentiment analysis.