**Title: Customer support - Automation of ticket creation and response based on the mail (RPA)**

**Description:**

* Eliminate manual intervention in ticket creation
* Raise a ticket based on the complaint mail
* If the details are incomplete (e.g. customer id is missing), send a mail to customer asking for missing details.
* Link the subsequent responses from the customer to the original ticket
* Recognize the bounced mails and initiate appropriate action
* Auto response to template-based mails (complaints/queries) i.e. no free text
* Multiple bots/ parallel processing

Eliminate manual intervention in ticket creation, so raise a ticket based on the complaint mail. If the details are incomplete (e.g. customer id is missing), send a mail to customer asking for missing details and Link the subsequent responses from the customer to the original ticket. Recognize the bounced mails and initiate appropriate action via sending auto response to template-based mails (complaints/queries) i.e. no free text.

**Module Split up:**

**Module 1**: Get the complaint mails from the users and raise the ticket.

**Module 2**: Analysis the mail deeply understands the user quires and assign the ticket to the particular complain mail

**Module 3**: If the queries already solved then replay with the existing solution and close the ticket.

**Module 4**: If the problem is not solved then perform the analysis on the mail and raise the ticket to appropriate person.