

## MailDesk – The Customer Mail Management Solution

### CHALLENGES

Timely response to customer emails with accurate information is the key for its effectiveness. Delayed response loose customer trust and leads to negative impression

Increased email volume demands scaling up support desk triggering challenges like finding qualified staff, increased operational cost, deterioration of quality, delayed responses.

**61%** of customers prefer email as their support channel

**\$8.01** Is the average Cost of Contact. This is very expensive if you receive thousands of emails daily

**12 hr** Is the average email response time. Customer expects response within 10 min

### WHAT IT DOES

MailDesk provides a big boost to customer support efficiency by auto handling emails and pre-compiling responses for agents.



**Operate at Scale**  
Easily scale to handle large volume of customer emails



**Extract Insights from Emails**  
Information extracted with AI models, trigger automated actions on emails



**AI CoPilot for Drafting Response**  
Collate contextual information in predefined format as draft response to minimize the response compilation time

### VALUE REALIZATION

**75%** Reduction in average email response time to customers

**80%** Savings on average Cost of Contact with customers

**50%** Reduction in Customer Support Desk operating expense

### HOW WE DO IT



#### Scalable Cloud Architecture

Highly Scalable cloud Microservice architecture easily scales to handle large email volumes



#### ML Powered Rules Engine

ML Models builds a robust set of rules on core set of business rules and learning from agents' actions



#### Ai Powered Response Compilation

Using Generative AI, email responses are compiled using relevant contextual information



#### LOB Systems Integrations

Open connector framework for integration with DBs or Applications over secured APIs

# OUR CAPABILITIES

We shepherd organizations safely through the cloud transformation journey by unraveling complex business problems.

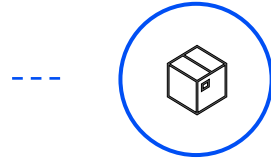
## Microsoft Preferred Solutions Partner

Extensive deployment expertise and exclusive access to Microsoft product teams by being a Microsoft Preferred Solutions Partner



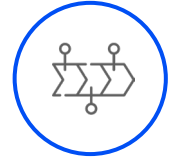
## Global Delivery Model

Reduce implementation and management costs by utilizing our proven global delivery model



## Templates and Reusable Assets

Apply industry best practices and proven techniques repeatedly for on-time and on-budget solution delivery



## Phased Implementation

Reduce risk by taking incremental steps leveraging our proven solution roadmap

# WHY NETWOVEN

By partnering with us, our clients securely collaborate globally, improve business operations, build new products and solutions with deeper insights, and reduce cyber security risks.

# ABOUT US

Unwavering complexity – every time at every touchpoint

**72%**

Increased employee Satisfaction

**46%**

Faster execution

**38%**

Decreased time on admin tasks

**34%**

Increased on-time project execution

## Customers



## Global Presence



Headquarters: San Francisco Bay Area, CA

Los Angeles | Boston | Houston | Kolkata | Bangalore