sʌʌnapse
future.cx

Go autonomous with your mail support desk

Sainapse® Intelligent Mail Desk (IMD)

No code. No keyword. No waiting.

Social media and chat have exploded customer support message traffic to your desk. Studies have however reported that more than **50% of customers continue to use email** and consider it their most trusted channel. Ability to narrate a complex problem in an unhindered way and share necessary details as attachments and screenshots make email a natural choice for reporting complex issues.

Recent surveys found that while some customers accept a 24-hour response time, **1 in 3 expect response in less than an hour.** Every customer support organization therefore has significant capacity dedicated to process emails – reading through mail body and attachments, understanding them, and deciding what needs to be done.

Sainapse AI with its advanced proprietary machine learning algorithms addresses these problems directly, taking away pressure from your mail support desk. Sainapse has the ability to understand the context and meaning behind each message opening and reading through each attachment. Sainapse converts each message appropriately to a CRM case and the has the ability to respond to your customer and notify you.

In essence, Sainapse frees up your capacity from mail support desk so that you can focus on customer care.

Sainapse

Intent driven instant response for case-creation, missing information & even off-topic

Sainapse's patent filed IntentRank algorithm decides if an incoming message is actionable by the support desk, and if not, it responds to the user accordingly. For actionable messages, Sainapse instantaneously categorizes and prioritizes the messages, creates a case in your CRM and routes it to the appropriate group for further action.

All this is done without any rules and at industry beating accuracy. Sainapse is natively omni-lingual, processing all left to right language implementations without separate add-on packs or training. With bottom up character based learning methods, Sainapse IMD is the only AI enabled mail support product that can natively handle mixed language situations, acronyms and business abbreviations.

Enterprise ready

In-built with adaptors for all data types across documents, presentations, spreadsheets, screenshots, images and drawings, Sainapse connects seamlessly with existing enterprise systems. Sainapse workflow and event framework allows for defining multi-step complex workflows to fit into and orchestrate your existing business process.

Sainapse brings enterprise class scalability, extensibility and security within your technical environment.

Sainapse data adaptation, workflow architecture, event framework & capability to detect names and addresses makes it the only enterprise class *AI enabled mail support product.*

Experience Sainapse

Sainapse demonstrates fitment in your specific context in under 2 weeks. Contact us today for a demo and a no commit proof of impact.

https://bayestree.com/get-sainapse

What it means?

Zero wait time for your customer

Immediate, meaningful response with case number and instantaneous resolution for known issues

Zero touch response by your operations

Free up capacity to focus on governance, customer care and upselling