

Streamlining Query Management for Engineering Consultants

AT A GLANCE

Automated email classification and task assignment system revolutionizes query handling for mechanical engineering consultants.

Key metrics

Dramatic improvements in query management efficiency:



90%
reduction in missed queries



27%
reduction in query processing time



79%
decrease in misrouted queries

BACKGROUND

An engineering consultancy firm approach us to automate the the classification and assignment of queries they receive on the their website. Before implementing the AI automation solution, the client struggled with:

- Time-consuming manual sorting of incoming queries
- Delayed responses to client inquiries
- Misrouted queries due to human error in classification

SOLUTION

We developed an AI-assisted automation solution that automatically classified the intent and subject area of incoming queries and assigned the query to the relevant team member. The solution utilized the tools the client was already using, including:



Gmail



GPT



Trello



Slack

BENEFITS

1

Benefits One

Significant time savings in query processing and assignment

2

Benefits Two

Improved response times to client inquiries

3

Benefits Three

Enhanced team collaboration and task visibility

4

Benefits Four

Reduced human error in query classification and assignment

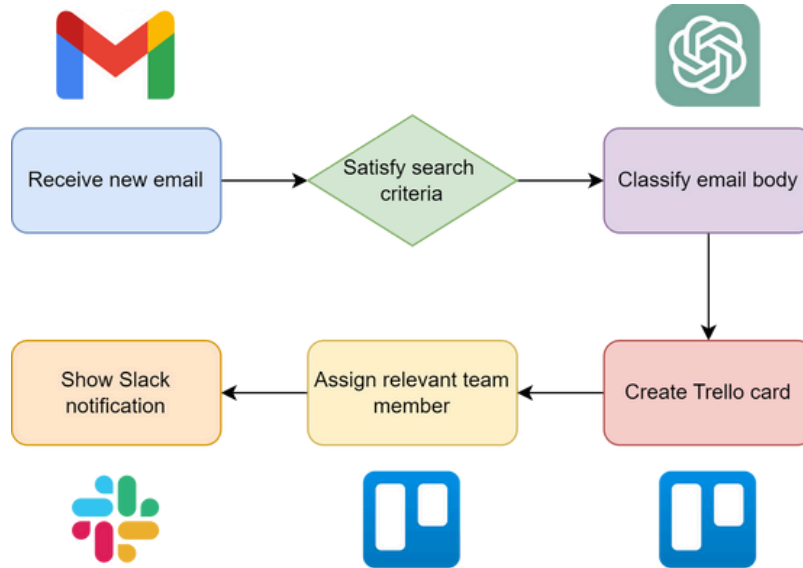


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Automation Workflow



APPROACH

- **Email Monitoring:** Implemented an automated system to monitor a specified email address for new messages matching predefined criteria.
- **AI-Powered Classification:** Utilized an advanced Large Language Model (LLM) to analyze and classify incoming queries into six categories:
 - Feedback on work
 - General job queries
 - Product and engineering design queries
 - Water treatment system queries
 - FEA and CFD queries
 - 3D modeling and CAD queries
- **Automated Task Creation:** Developed an integration with Trello to automatically create new cards based on the AI classification, assigning them to relevant team members.
- **Team Notification:** Implemented a Slack integration to send real-time notifications to team members about new assignments, ensuring prompt attention to client queries.

Ready to revolutionize your business processes with AI-powered automation?

Contact Us Today

for a free consultation and discover how we can streamline your operations, boost efficiency, and enhance customer satisfaction.

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