

CASE STUDY VOLDERS

E-mail Automation for Digital Contract Assistant

Faster responses to e-mail enquiries and less effort for service teams thanks to innovative automation solutions by parlamind



CLIENT
volders GmbH

INDUSTRY
Contract Services

PROJECT
E-mail Automation for Contract Platform

SYSTEM ENVIRONMENT
Zendesk

PROJECT PERIOD
since Q2 2018



BACKGROUND

About Volders

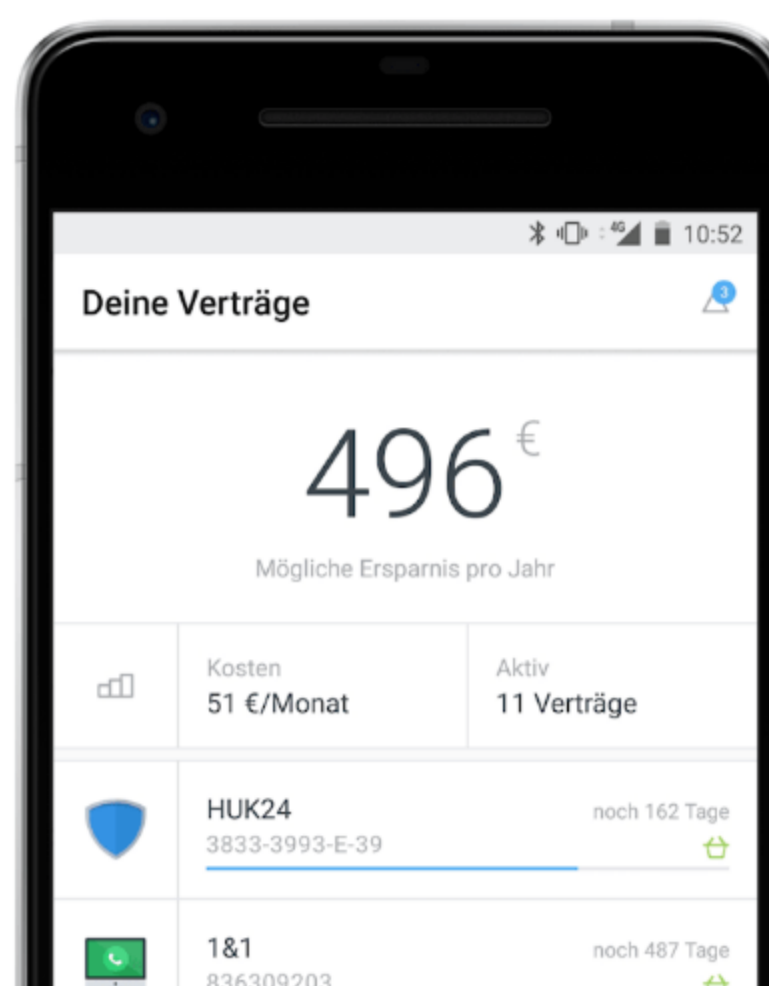
Volders is the first digital contract assistant to take care of all aspects of its users' contracts, from termination to searching for offers to changing contracts and providers. Volders ensures the perfect organisation of contracts and is always at the disposal of its users – personally, as experienced experts.

Volders customers no longer miss any notice periods and do not have to burden themselves with the time-consuming research of suitable offers. Platform users let Volders work for them and can lean back and relax. So, users always have a good feeling about their contracts. And are free to do whatever they really want.

Volders works every day as a team with great enthusiasm to ensure that its users' contracts fit their needs perfectly.

Perfekt organisierte Verträge

Vergleichen, wechseln, entspannen.



“Our customer service is constantly evolving. With parlamind we can respond to customer questions almost in real time and help faster. So, users always have a good feeling about their contracts.”

Xenia Rasinkin, Operations Manager, Volders GmbH

CHALLENGE

More Automation Faster Answers Less Time Expenditure

The primary goals for the Volders digital contract assistant were to increase efficiency and reduce the time it takes service teams to process email requests. Against this background, Volders intended to increase productivity and reaction speed through the use of artificial intelligence. This required a solution for the automatic processing of e-mail enquiries and intelligent agent support.



SOLUTION

Better Response Time with Agent Support and Automatic Replies

By integrating special algorithms into the Volders ticketing system, it was possible to set up fully automated e-mail replies and support agents in their work.

With the help of targeted training measures based on current procedures in machine learning, the system was able to provide customers with an answer within a few seconds, independently and without the service teams having to deal with it.

In order to further accelerate the work of the agents, an assistive component has also been integrated. This provides agents with dynamic, real-time response suggestions, which, by inserting them into the response message, make the processing of e-mail requests much easier and more pleasant for employees.



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Results

With E-mail automation Volders customers get faster answers to their questions. This optimizes the user experience, increases customer satisfaction while relieving service teams.



First Response Time

1700

Automated answers through AI per month



Agent Assistance

1900

Dynamic answer suggestions generated for agents per month



Automation

47%

Of total ticket volume per month processed by AI