



AUTOMATED EMAIL PROCESSING WITH NOVO CXP

FAST. DIGITAL. COST EFFECTIVE.

Communicate quickly. Save time and money.

Do you want to automate your customer communication and email inboxes?
Do you want to process emails quickly with little manual effort?

With **NOVO CxP**, our AI-based software solution, you can automatically process emails **in a matter of seconds**, optimize your email management as well as your inbox and mail distribution. Our innovative software relieves your employees of time-consuming routine tasks and significantly speeds up processes. In this way you will improve your communication and offer your customers a fast and reliable service.

NOVO CxP automatically **analyzes** incoming e-mails (including attachments), **recognizes** and **extracts** content, assigns the e-mail to the correct business process and specialist area and **archives** it in compliance with the federal and state law. **NOVO CxP** supports all central group (info@company.com) and personal mailboxes (employee@company.com) equally.

You will be **saving** valuable **time** and **processing costs** in the exchange of **information** and **communication** with your customers.

Emails often contain file attachments in different formats, such as B. Office, Zip, rar, 7p etc. **NOVO CxP** processes these on request using content and classification and automatically converts them into the preferred archiving format, for example PDF/A.



WATCH OUR VIDEO!

Your advantages

Enormous time savings (up to 75%)

High personnel savings (up to 50%)

High level of automation (up to 90%)

No media breaks

Email volumes continue to grow

In 2018, **848.1 billion** emails were sent and received in Germany*.
In 2017 it was 771 billion.

As a result, the volume of e-mail in German mailboxes **rose by 10 percent** – significantly more than the global growth, which averaged 4.5 percent.

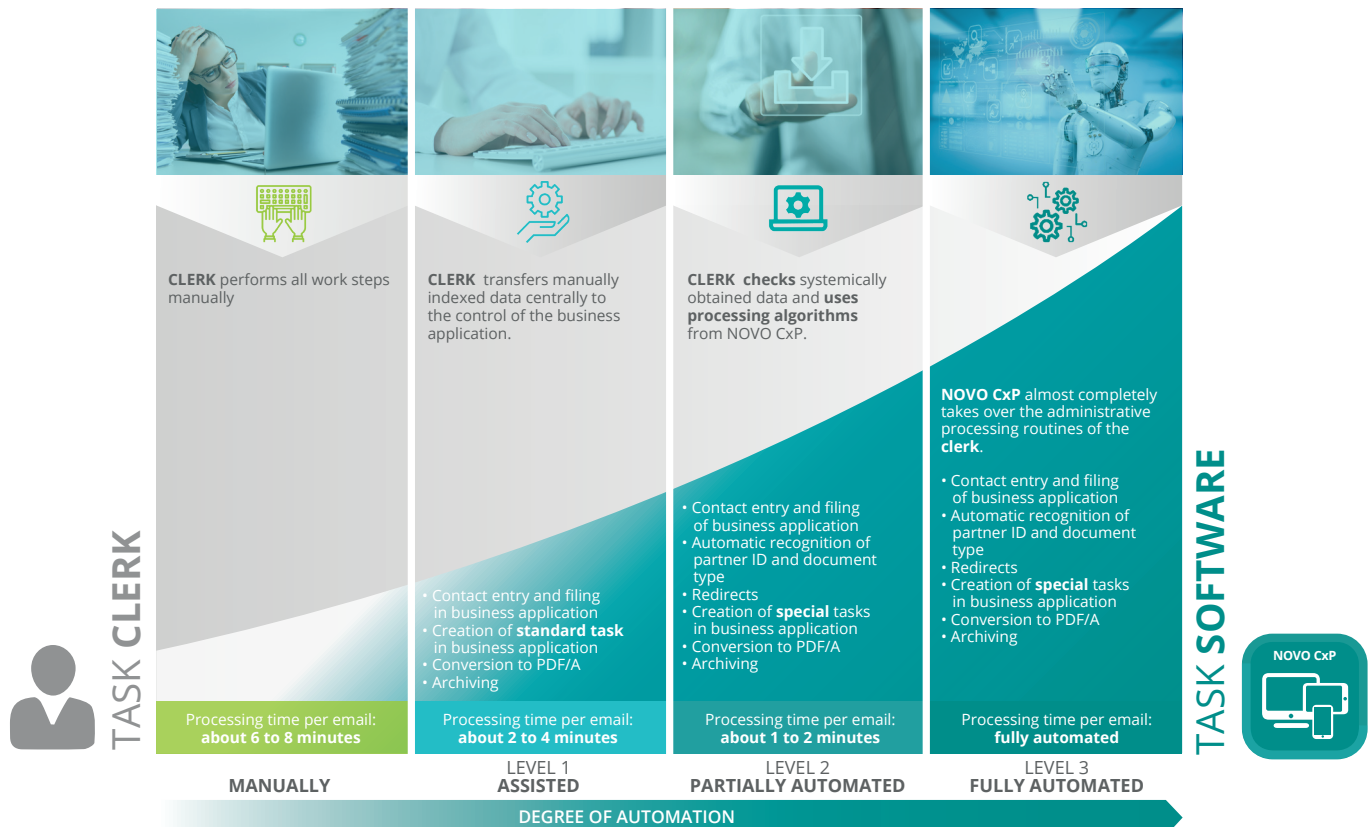
* Evaluation of the email providers web.de and gmx.de



Time-consuming, and labor intensive manual processing of incoming emails is a thing of the past. It's time to take advantage of the AI-based software solution **NOVO CxP**. With this easy-to-implement solution, you can **relieve your employees of the tedious routine tasks** of laboriously scanning or digesting emails. With **NOVO CxP** digital automation, you can ingest and process digital content without using OCR (Optical Character Recognition), further increasing throughput. Relevant business process and customer data are automatically extracted from a variety of different content formats. In this way you can **reduce processing times by up to 75%**.



You can choose between **three** expansion levels, which differ in the **degree of automation**.



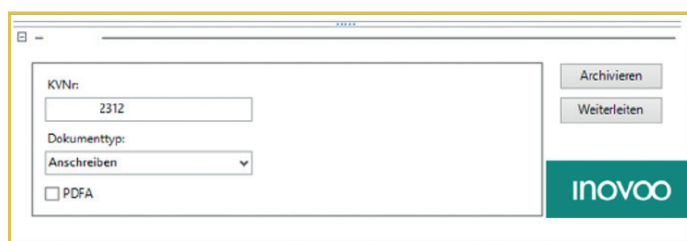


If you look at email inboxes and the communication behavior of customers and partners, you can easily determine which of the two ways would be preferred in order to achieve success quickly. We would be happy to advise you, –so you can benefit from our many years of expertise.

LEVEL 1: ASSISTED

This is where the **NOVO Email Desk** software solution comes into play. Emails are received in the mailbox. A clerk **manually** enters the following data for each email in a mask:

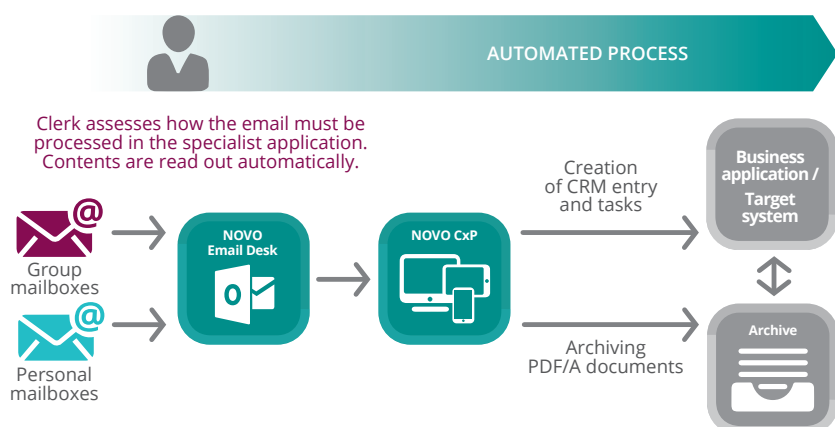
- Partner ID / customer number
- Document type



The email is then **converted into a PDF/A** using a NOVO CxP workflow, **transferred to the archive** and **sent to a specialist application** at which time a **standard task** or a **CRM entry** is created.

LEVEL 1 is a simple and **cost-effective introduction** to email automation and is suitable if personal or group inbox email processing consumes a significant amount of your employee resources.

LEVEL 2: PARTIALLY AUTOMATED



LEVEL 2 offers an automation level of approx. 40% and thus helps to reduce manual and time-consuming routine activities and to save time and costs.

In the case of **partial automation**, level 1 is expanded with the following functions of the AI-based software solution **NOVO CxP** in order to achieve greater time savings:

- Automatic partner or customer identification
- Automatic document type recognition
- Notes
- Forwarding
- Attachment specific tasks within specific processes in business critical applications

Your advantages

Automated email processing with expert control

Complete view of customer communication in CRM and archive

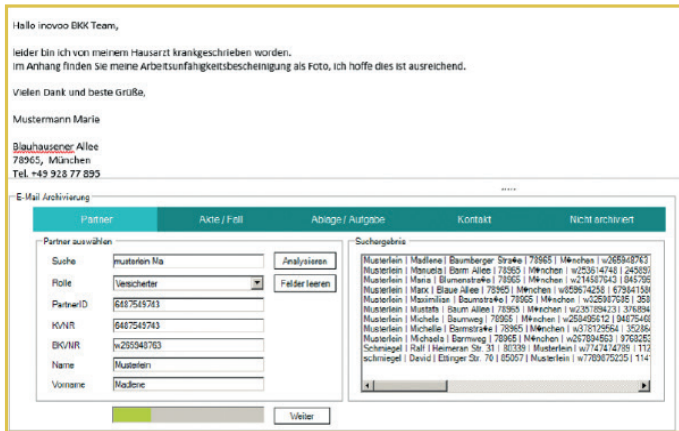
Significant support for your processing

Use automated email processing quickly and efficiently.

inOVO

We advise you.
We support you.
We accompany you.

Benefit from our many years of expertise!

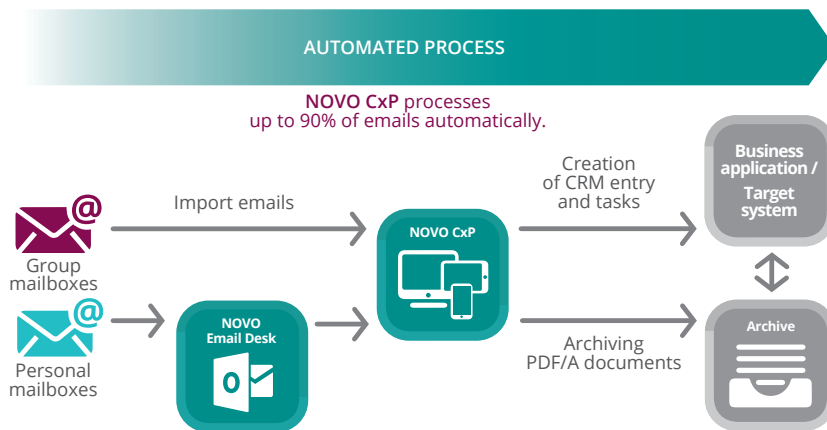


The contents of the email are recognized automatically and the clerk only has to assess how the email should be processed in the subsequent processes. This saves more time compared to level 1.

LEVEL 3: FULLY AUTOMATED

While the first two automation levels support you with partial automatic processing, the third level based on **NOVO CxP** offers **complete automation**, in which manual activities take a back seat and where a maximum of 10 to 15% manual operator interactions are required.

LEVEL 3 reaches an automation level of up to 90% and thus minimizes the throughput time enormously. The clerk only has to manually process around 10% of the emails.



Incoming emails are automatically analyzed and converted with the help of AI and machine learning by **NOVO CxP**, and **content is recognized** and **extracted**. Structured metadata is then transferred to CRM, ERP, archive, or subsequent processes. The email is also automatically **assigned** to the correct department/business process and **archived** in compliance with the law.

inOVO GmbH is a professional, innovative provider of powerful, modular enterprise information management software solutions for multichannel communication. At the heart of all this is the ability to **permanently digitize and automate processes** relating to the flow of data across diverse channels and formats, covering mailrooms (mail, fax, email), customer dialog (social media, web, mobile devices and mobile chat) and archiving. inOVO also offers fascinating process-app-based solutions for a wide range of industries and applications which can communicate intelligently with existing IT environments, helping to put business processes in the hands of app users.

SOFTWARE
MADE IN
GERMANY

