

# Collections Email Agent

## Solution Overview

The Email Agent is a first-party, GenAI-powered capability within our new intelligent collections solution that intercepts, understands, and resolves customer emails end-to-end. It identifies intent, generates automated responses, extracts structured data, and auto-resolves standard cases—dramatically reducing manual effort while improving speed and consistency. By autonomously reading, classifying, and resolving high-volume customer emails, the Email Agent enables touchless processing for standard requests, improves SLA performance, and frees customer service agents to focus on complex, high-value exceptions—resulting in faster customer responses, higher accuracy, and meaningful capacity release.

## 🔄 Business Use Case

Treasury BPO teams manage ~60K customer emails per month across payment inquiries, invoice requests, remittance advice, and account updates. In the 1.0 version of our intelligent collections solution, all emails required manual review, resulting in limited visibility into workload, inconsistent SLA performance, and high operational cost. Fragmented Outlook-based workflows constrained scalability and prevented proactive insights into customer issues and root causes.

## ✅ Benefits

- Transforms customer service operations by enabling default, touchless email handling
- Auto-resolves ~55% of incoming emails (30K+ per month)
- 114% baseline improvement in SLA resolution from version 1.0 (~35-40%) to 2.0 (~75%)
- Enables downstream automation such as SAP auto-application and Copilot-driven recommendations driving faster customer response, higher consistency, improved visibility into operational trends, and significant capacity release for human agents.

## 📊 Key Results

# 36K hours

Annual time savings

# \$1.2M

Annual Cost Savings

## ⚙️ Technology

- Azure AI
- Azure AI Foundry
- Azure Storage
- Dynamics 365
- Azure Developer Tools

## 🕒 Time taken

Launched in 4-6 months