

Use AI to Automatically Resolve Incoming Emails and Queries

- 333 billion emails are sent every day and volumes continue to increase. ¹
- The average cost per contact for email or agent is \$8.01 whereas self-service is \$0.10.²
- Advancements in computer literacy, natural language processing (NLP), and artificial intelligence (AI) enable software to intelligently reply.

Too Many Incoming emails

Email is the simplest and easiest way to send a message or ask a question. However, teams are overwhelmed with messages from internal and external customers and too many apps to find the correct answers. Recent breakthroughs in computer literacy from companies like Google and OpenAI enable AI to read and understand language much closer to how people do but at extraordinary higher speeds. Imagine the time savings of AI-powered software that can accurately read, prioritize, and generate responses to emails.

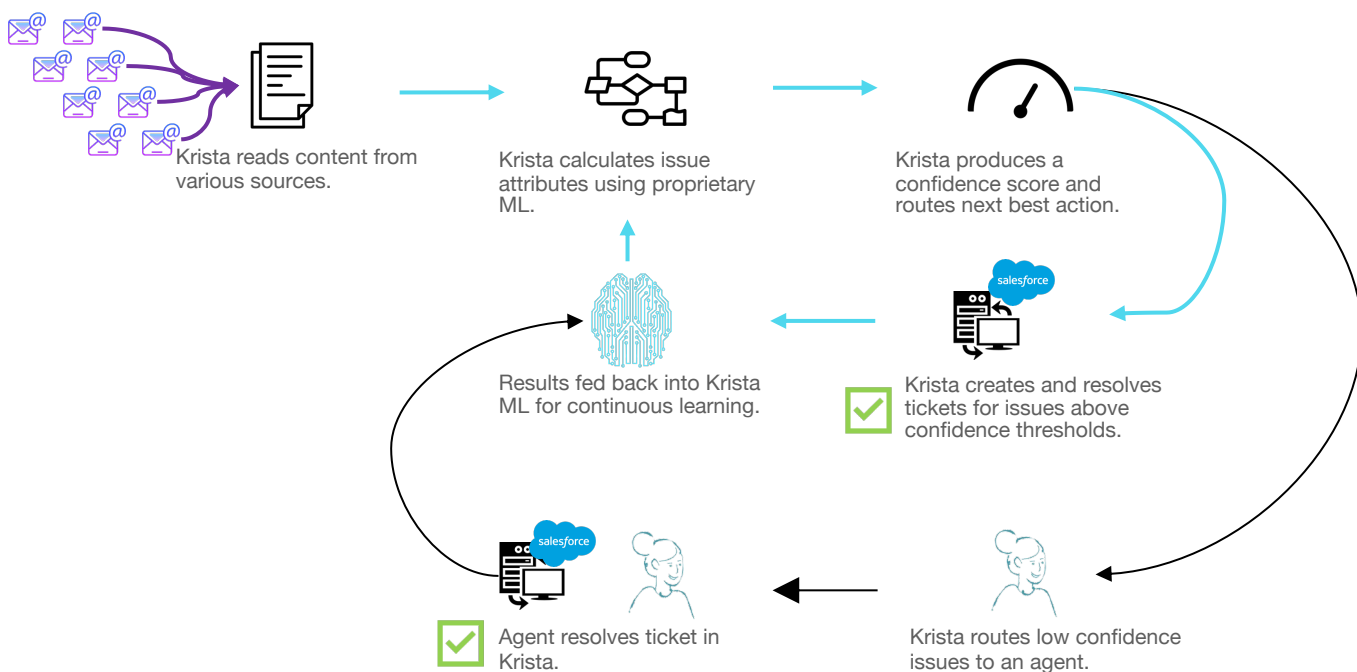
Krista Resolves Issues and Orchestrates “Human in the Loop”

Krista uses machine learning and artificial intelligence to automatically reply to and resolve email queries and issues sent to your company. Krista saves valuable time and labor costs for your customer service, finance, sales, and human resource teams by reading and automatically answering questions and providing a self-service model to customers.

Krista connects with your email, internal apps, data sources, ticketing systems, and AI to automate end-to-end business outcomes. Once connected, Krista extracts attributes from incoming email messages using proprietary machine learning models and natural language processing. Krista determines each message's next best action and initiates automated workflows based on identified attributes. Automating processes and customer queries in consistent automated workflows with intelligent automation increases customer service by eliminating wait times and frees your people to spend more time on complex issues that the AI is not yet trained for. Most importantly, automating this and other processes in a platform provides centralized performance, audit, and compliance reporting.

1. Number of sent and received e-mails per day worldwide from 2017 to 2025, [Statista](#)
2. Gartner Says Only 9% of Customers Report Solving Their Issues Completely via Self-Service, [Gartner](#)

Automate Responses and Resolutions from Unstructured emails



Automated Issue Resolution Example:

- Krista Connects to Email Inboxes:** Krista connects to one or more email inboxes or ticketing systems to read available content. This content can include text and attachments.
- Krista Calculates Attributes:** Krista uses machine learning to extract attributes like intent and sentiment from each message to structure data for next best action calculations.
- Krista Produces Confidence Score:** Krista uses proprietary machine learning models to produce a confidence score based on data extracted from the incoming emails.
- Krista Automates Resolutions:** Krista then uses the confidence score to generate responses and resolve the issue herself or to send it to an agent to resolve the issue.
- Krista Routes to Agents:** Krista messages agents and routes issues below the configurable confidence scores in a “Human in the Loop” process.
- Agents Resolve Issue:** Agents use Krista NLP to find information on how to resolve the issue. Krista connects to most accounting, sales, support, and ERP systems using role-based access to decrease time spent looking for answers.
- Krista Learns:** Running the entire process with Krista continuously improves the machine learning models to increase confidence and automatically resolve more issues.

Typically, this is an entirely manual process consuming valuable time that degrades customer service. But with automation, it becomes a simple sequential operation. Automating issue management significantly reduces resolution times while simultaneously reducing the potential for errors. As a result, Krista helps minimize the time employees spend reading emails and looking up information so they can move on to more meaningful work. Most importantly, Krista provides a mechanism to build trust in AI over time and enables your company to automate complete business processes that span multiple organizations.



Natural Language Processing (NLP)

Krista's NLP-enabled platform provides a conversational user interface, eliminating the need for extensive training.



IBM Watson

Krista embeds IBM Watson, providing text-to-speech, speech-to-text, translations in 30 different languages, and document understanding capabilities.



Generative AI

Krista integrates state-of-the-art generative AI empowering your enterprise with advanced AI capabilities to enhance decision-making, automate tasks, and boost productivity.



Quick Implementation

With Krista, you can rapidly implement and govern generative AI into your workflows and business processes, staying ahead of the competition.



Cost Effective

Krista eliminates the need for expensive infrastructure and software development resources, providing a more cost-effective solution for AI integration in your enterprise.



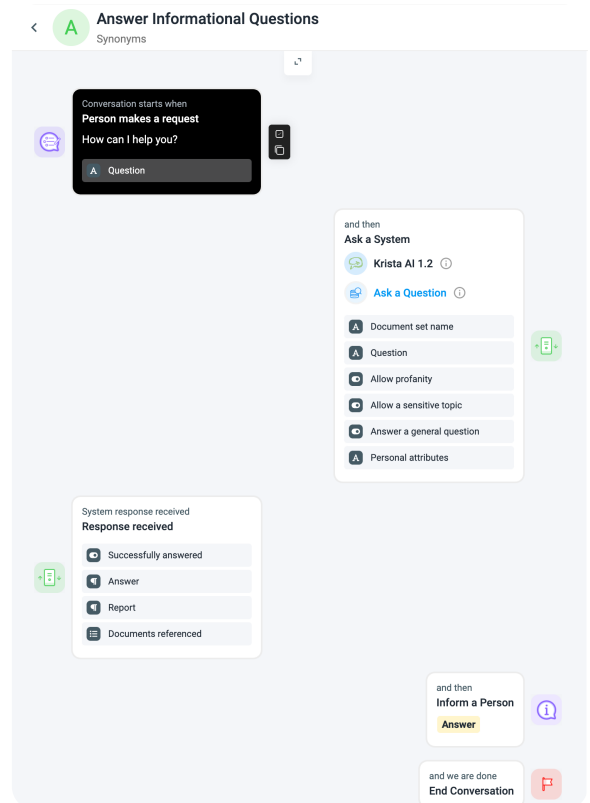
Requests for Information

Krista's NLP enables her to answer many other questions when connected to internal apps and data sources.

What is Krista?

Krista is an AI-led intelligent automation platform designed to leverage existing IT assets in business workflows. Krista's unique informal approach enables business process owners to quickly build new workflows without waiting in line for expensive IT or development resources. Creating automation in Krista is simple. It is just like describing a conversation between your people and your systems.

Krista's simple approach allows anyone to develop and create workflows around their own business needs. AI-led workflows empower your sales, customer service, field operations, finance, or IT professionals to increase internal and external customer satisfaction. Krista eliminates maintenance and upkeep required from traditional UI-based record and playback automation platforms or hard-coded bots. Krista's automations are beautifully simple, with enough power, scale, and security to find any answer to any question inside the largest enterprises.



Krista Software develops the leading AI-led intelligent automation platform, Krista. Krista is an innovative framework enabling you to easily automate workflows and business processes across your people, your existing systems, and to integrate any AI to help your people get more done.



Krista