

# Automate Servicing Email Workflows

**BotGenius E-Triage** rapidly analyzes and routes customer inquiries.



## Intelligent Email Routing

Backlogged emails and complex workflows are common issues servicers face that hinder the timely resolution of inbound customer inquiries. One missing, delayed, or incorrectly routed email may result in poor customer satisfaction or non-compliance with stakeholder and investor requirements.

When more time is spent routing emails than addressing customer inquiries, it is time to consider automation.

**BotGenius E-Triage** automates repetitive and time-consuming email workflows. Using BotGenius, servicers achieve:

- Intelligent prioritization and categorization of emails
- Cost reduction: routes emails to the most economical resource (bot or associate)
- Improved customer experience
- Proactive management of reputation risk and social media criticism
- Reduction in redundant borrower communications

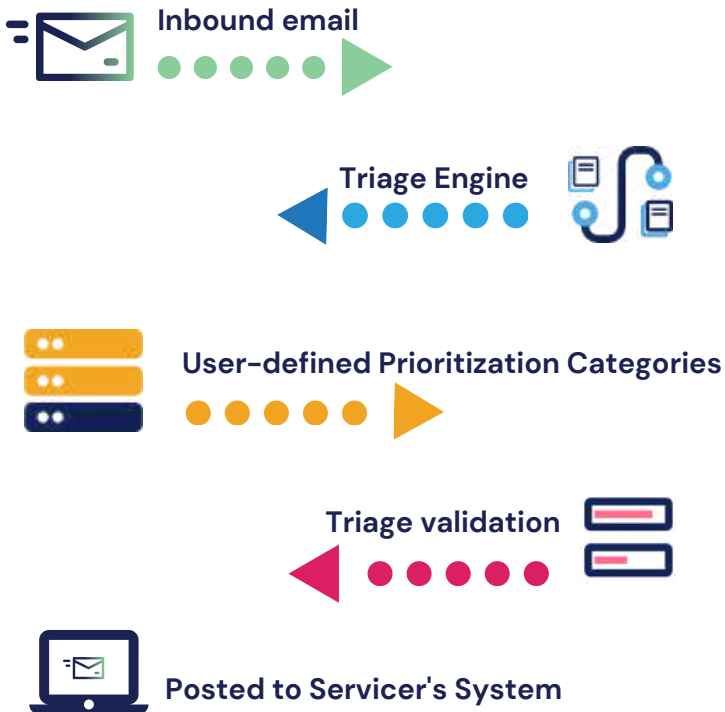
Manual	BotGenius
<p>Staff manually read and evaluate each email inquiry or request</p>	<p>Bots quickly scan emails for keywords and phrases</p>
<p>Staff follows documented issue taxonomy to identify and categorize emails</p>	<p>Bots rapidly and automatically categorize based on defined parameters</p>
<p>Staff chronologically routes emails to the department/ SME based on receipt</p>	<p>Bots intelligently prioritize emails by importance (not receipt) and routes them to the correct department or SME.</p>

## The Genius Behind Bot-Driven Email Management

Built by mortgage industry experts with first-hand operations process expertise, BotGenius works within your mortgage servicing framework to evaluate, categorize, and prioritize emails based on urgency:

User-defined prioritization enables:

- Efficient email management
- Faster, more accurate issue analysis
- Proper routing of critical escalations to C-level
- Elimination of unnecessary escalations
- Email data capture and trends analysis
- Analytics and reporting
- Bi-directional API seamlessly exchanges data with your servicing system



Indecomm's BotGenius E-Triage enables user-defined prioritization categories:

### ✔ Urgent & Time Sensitive

- Geared toward executives
- Legal and compliance
- Threats and aggression
- Delinquency, foreclosures, bankruptcies and claims

### ✔ General Servicing Support

- Handled by in-house team
- Admin, escrow, insurance
- Borrower communications
- Liens, payoffs, curtailments
- Customer feedback

### ✔ Back-office Tactical Support

- Can be managed off-shore
- Borrower data corrections
- Balance inquiries
- General servicing questions
- Account lock-outs

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