

Enhance Operational Efficiency and Customer Satisfaction with Email Triage

In the fast-paced world of modern business, optimizing communication processes is crucial to driving productivity and delivering exceptional experiences for both customers and employees.

Remove the traditional email management bottleneck

Many organizations struggle with the manual review and processing of emails, a task that is labor-intensive, error-prone, and lacks scalability. Valuable resources are often diverted from more strategic activities, exacerbating inefficiencies. Inconsistencies in handling can also lead to compliance issues and missed opportunities.

This traditional approach often results in delays, poor customer experiences, and employee dissatisfaction.

By automating email management, businesses can reduce costs, minimize errors, and empower their teams to focus on high-priority tasks, ultimately enhancing both customer and employee experiences.



AI Driven Self-Learning

Adapted AI methods and machine learning mean that you can achieve higher automation rates in less time.



Rapid Implementation and ROI

With an easy onboarding process and low-code configurations, set-up and deployment can be achieved in under a week.



Improved Satisfaction

Your customer and employees are more satisfied due to faster response times and less manual work.



Support When You Need It

Tailored support packages and maintenance services for peace of mind.

From Manual to Digital in Three Stages

Email triage automation is the starting point for enterprise input management and enabling the digital enterprise. Leading organizations build on Email Triage by expanding ingestion automation to other channels (portals, MFDs, folders and mobile) to ensure all information is processed within seconds of a customer interaction.

Key Features	Email Triage	Multi-Channel Triage (Digital Mailroom)	Optional Extraction of Data into Workflow & Systems
Channel Input Management	Up to 10 mailboxes	Emails, portals, mobile, folders and MFDs	Relies on triage or digital mailroom for input
Formats Supported	PDF, Microsoft Documents, JPEG, TIFF	150+ media types	150+ media types
State of the Art OCR with AI Assisted Learning	Uses AI and OCR for classification	Uses AI and OCR for classification	Uses best-of-breed AI and OCR to drive highly accurate extraction rates based on document type
Automatic Document Classification	Up to 10 categories	Up to 30 categories	Relies on triage or digital mailroom for classification
Automatic Email Distribution & System Integration	Integration with MS 365 and DocProStar processes	Integration with MS Outlook inboxes, portals, MFDs, mobile, folders, CRM, ECM and other 3rd party applications through RESTful API	Field level data extraction from structured, semi-structured, unstructured, print and handwritten, multi-language documents
Business Rule Validation	Automatic prioritization of emails	Expanded range of business rules for documents, channels and processes	Leverage services and database validations to improve accuracy of extracted information
Human-in-the-loop exception handling	Standard web-based UI for document classification	Standard web-based UI for document classification	Customized UI for each document type
Export to backend systems	N/A	N/A	Standard XML file output, searchable PDF, DPS SQL database table
Reporting and Auditing	Standard Excel statistics reports	Standard Excel statistics reports	Power BI reports, customized Excel reports, SQL reporting table

Get Started with Email Triage

Email Triage automation by TCG Process can revolutionize your manual email management by delivering quick processing, and seamless integration with Microsoft 365 and other DocProStar processes. Classify emails efficiently and set up your system in just **5 days**.

Step 1

Fill out our simple onboarding form. We'll use the information to understand your current email workflow and requirements.

Step 2

Our team will guide you through the setup process, ensuring that your specific needs are met. We'll provide you with an easy step-by-step guide to help you configure the system efficiently.

Step 3

Classify emails up to 10 categories based on your predefined criteria, ensuring that emails are routed to the appropriate department or individual for quick processing.

Step 4

You're ready to go! Our streamlined implementation process ensures that you can start using Email Triage by TCG Process within just 5 days. This quick turnaround time minimizes disruption to your daily operations and allows you to experience the benefits sooner.



About TCG Process

TCG Process, with headquarters in Switzerland, is an international organization that develops and integrates input management and intelligent process automation software. Its solutions are used in industries including banking, insurance, healthcare, government and public administration to digitalize and automate document-driven processes. TCG Process sells both directly and via partners globally.