JAiD

Solving the curse of the shared mailbox

Jaid streamlines customer service, enabling teams to resolve cases up to **95% faster** while delivering exceptional, personalized service.

Jaid is proven and trusted by:

Jaid increases speed of ticket resolution by

95%

Clear.Bank

Jaid removes mundane tasks reducing staff attrition by

50%

CALASTONE

Jaid clients increase productivity by over

50%

Legal & General

IQEQ   ULTIMUS FUND SOLUTIONS   Clear Street   Jefferies

The experience vs. efficiency balancing act

Customer service acts as a centralized hub for managing all incoming inquiries and requests from various communication channels.

This has created massive complexity and an inefficiency headache for customer service teams who are struggling with overloaded shared mailboxes. This is the **curse of the shared mailbox.**

Shared mailboxes are pervasive and provide support teams shared access to a centralized source of all customer messages, alerts, and inquiries coming in from multiple communication channels. These shared mailboxes are also reliant on team members accessing the messages and actioning them. The end-to-end lifecycle from receiving an initial inquiry to final resolution and then updating systems of record typically includes multiple manual, mundane tasks.

Recent HubSpot research cites that

90%

of customers rate an **"immediate"** response as essential or very important when they have a customer service question.

The challenge with manual processes

This manual process is fraught with errors and subject to risk of an inquiry not being answered accurately, timely, or getting lost entirely amongst the clutter. This process is highly inefficient and time consuming.

This seriously impacts the overall quality of customer experience and also results in demotivated employees.

The primary obstacle to automating the process is the lack of structure and variation in the communication and the requirement of systems to interpret and act.

The more complicated the request, the less structured the communication becomes. This creates a problem in automating the process and delivering the right answer to your client as quickly as possible.

Many solutions have been tried to solve this issue and they just don't work and often backfire. This creates additional frustration for both customers and employees and often increases costs.

Common approaches that don't work

Imposing data entry standards

OR

Forcing clients to log requests via mandated portals

OR

Recruiting large teams for manual processing of ticket and case requests

40%

of people cited **"multiple options for communicating"** as the most important feature of a company's customer service department.[*]

* Business Wire

Jaid solves this problem, empowering customer service teams to focus on what matters most – nurturing client relationships

Jaid is an AI-powered platform that automatically reads, interprets, and organizes client communications, from all engagement channels, and sends the request to the right place for action and resolution.

The Jaid Solution

Proprietary AI

AI interprets and transforms communications into structured data required for efficient routing and processing

Automated Workflow

Speeds information processing and provides added control reducing the risk of errors, enabling teams to focus on what matters most
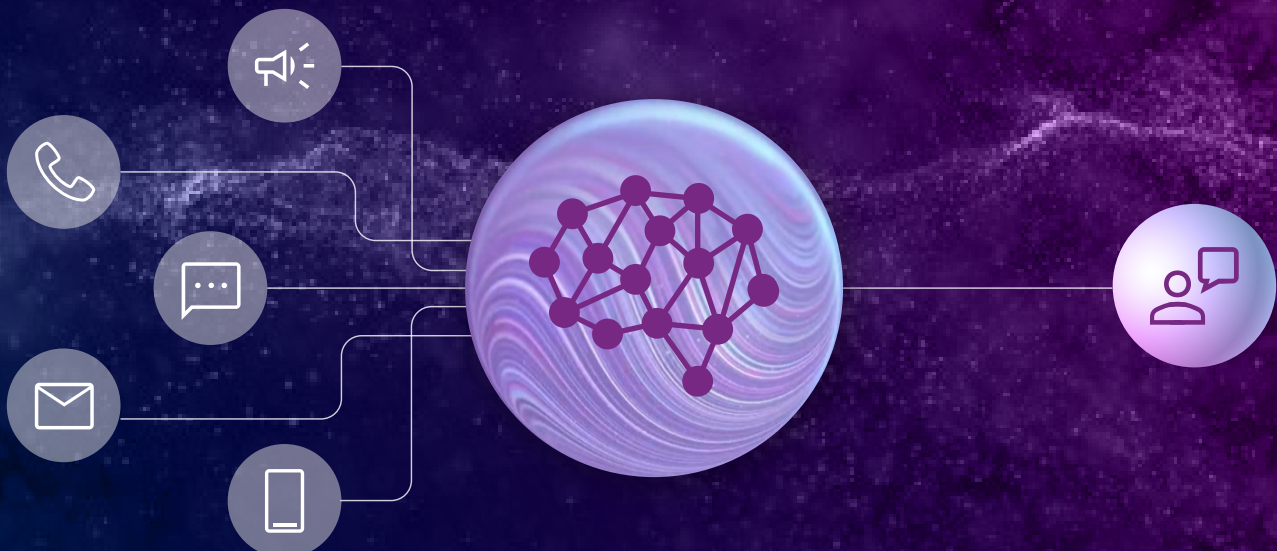
Business Insights

Real-time insights enabling leaders to accurately diagnose product, service, or people issues for swift and sustained improvement

From chaos   **To clarity**

Jaid delivers strategic business benefits and measurable value, beyond improved customer experience

**Head of Global
Operations**

CALASTONE

"The Jaid system helps give me dramatically better insights into the workings of our operational service desk. I get a full picture of what kinds of queries we are receiving and how long they are taking to resolve. This helps me to understand the changing nature and to ensure we are meeting client SLAs."

Efficiency and Control

- Significant time and cost improvements - we have seen volumes double without additional resources.
- Greater automation and control reducing business risk of human error.
- Integrates simply with your existing communication channels and internal systems.

Customer Experience

- Faster, more complete, and accurate responses.
- Increases speed of issue resolution by 95%.
- Clients can communicate using their perferred channel.

Transparency

- Real-time, reliable insights to run your business better.
- Identify bottlenecks, common client inquiries, issues, and requests to develop faster and better methods to resolve.
- Full end-to-end audit trail reducing regulatory risk from data inaccuracies.

Employee Engagement

- Employees can focus on adding value to clients and solving more complex, strategic issues.
- Job satisfaction levels increase by up to 25% with the elimination of mundane tasks.
- Employee churn is dramatically reduced.

A modern solution with rapid speed to value

Jaid's modern, cloud-native AI as a service is easily scalable to handle increasing large volumes of client inquiries and requests.

Quick to install and easy to configure

Implementation between 1 and 3 months

All AI models are fully monitored and maintained by Jaid

Future-proof solution for business growth

Seamless integration into your current technology stack and existing workflows with out of the box integrations to a wide range of CRM and case and ticket management solutions

Office 365

Exchange

Microsoft Dynamics® 365

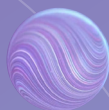Microsoft Teams

HubSpot

slack

twilio

SYMPHONY

salesforce

JIRA

XCEPTOR

sapphire
frictionless digital

SYNDIO

JAiD

For more information on how Jaid can help your organization, contact us at jaid@jaid.io.

jaid.io

WATCH JAID IN ACTION