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Message Analysis and Delay Management solution uses AI / ML models to intelligently parse and read incoming emails to identify and categorise the content. It leverages Appian’s Case Management capabilities to automatically route, mitigate manage and help agents determine compensation amounts for delays based on various regulatory authorities.

Where all details match and can be determined, the system can automatically and without the need for an agent, provide a positive or negative determination for the delay thereby making the entire process “straight through”. Reliable metrics can be used to analyse and improve the quality of service and brand image.

Overview

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Features

- **Configure Delay Compensation Workflow**
  Configure Airline and Regulatory body details to determine delay eligibility

- **Identify Message Content & categorize delay type**
  AI / ML based identification of flight, passenger details and can automatically identify delay types from the message content

- **Integration with Flight Tracker and Passenger Details**
  Solution can integrate with Flight Tracker Systems to get the actual departure and landing information. It can also integrate with Passenger Systems to determine authenticity of the request

- **Straight Through Processing of Delay Compensation**
  If all the contents from the email message, the other systems are matched and found eligible, then the request is 'straight through' processed without the need for any human intervention

Benefits

- Identification and categorisation of delay types scan be reliably and consistently through pre-trained AI / ML models

- Configurable workflows ensure automatic routing to different departments thereby improving efficiency

- Reduce turnaround time as the solution can process delays/decisions without the need for human intervention. Improves customer satisfaction through quicker query resolution

- Improved reliability and accuracy in parsing messages as the AI / ML models are learning continuously

- Improve transparency and customer service through real-time reports and dashboards

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