

CLIENT

Fortune 500 Industrial Technology Company

DEPLOYED

within 24 days

DESCRIPTION

Deployed an AI inbox automation converts emails into tickets, assigns SLAs, routes to owners, gives managers real-time visibility while reducing manual triage.

THE IMPACT

98%

CLASSIFICATION ACCURACY,
MINIMIZING MISROUTED REQUESTS
AND SLA RISKS

40%

FASTER TICKET
RESPONSE TIMES

87%

OF ACKNOWLEDGMENT DRAFTS
APPROVED WITHOUT CHANGES

CHALLENGE

Support teams faced the challenge of managing a shared inbox with 70–100 daily emails covering access requests, onboarding, amendments, and compliance. Support managers tracked tasks in spreadsheets, while Engineers and Partner managers spent hours rerouting messages instead of higher-value work. This manual process led to delays, inconsistent SLA adherence, and misrouted requests – a significant risk in industrial settings where downtime, safety standards, and contractual obligations demanded accuracy and speed.

THE SOLUTION

Unframe deployed an AI-powered inbox automation solution that classifies emails with over 90% accuracy, assigns SLA timelines (e.g., 24 hours for access issues, 48 hours for amendments), and converts each request into a structured ticket with full history tracking. Routing logic directs tickets to the right Engineer, Compliance officer, or Partner manager, while automated acknowledgments summarizing requests and response timelines are sent. A real-time dashboard gives Support Managers visibility into open tickets, SLA performance, and workload, reducing manual triage and freeing staff to focus on engineering, service delivery, and partner support.

"The automation of our shared support inbox has changed the way we operate. Tasks that took hours are now managed through SLA-driven workflow, with immediate gains in response consistency and visibility through the real-time dashboard."

Head of Support Operations, Fortune 500 Industrial technology company