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CUSTOMER SERVICE EMAIL ANSWERING ENGINE WITH ARTIFICIAL INTELIGENCE

DESCRIPTION

Engine that proposes potential answers to emails from clients based on previous answers send to other customers by the company.

Situation: Answering Email from customers, especially at customer service organizations can be a cumbersome process of answering the same questions many times.

Tension: Answering similar same questions multiple times is a waste of time and ressources.

Action: Build an NLP based engine that recommends most suitable answers to a customer's email.

Result: Agents can quickly check if the created answer fits the need and if so, just copy paste it and save a lot of time.

Technical process: Technical design will be based on email conversations of CS people and customers on a large scale and in all three spoken languages in Switzerland. Realizing this project will result in a real NLP deep dive that will also include contextual understanding of the underlying neuronal network.

Impact: Results of this project will be a large time saving in a real-world CS setting that will have tremendous impact in almost any fast-paced industry like FMCG, retail in general or services companies.

OBJECTIVES

› Shorten the amount of time needed during customer interaction via mail .

KNOWLEDGE / SKILLS REQUIRED

› Python, typical ML libraries such as tensorflow, pytorch, skit-learn and/or tools such as KERAS. Knowledge of Google and/or AWS ML toolset would be an advantage. C# would be an advantage for implementation/API calls.
› Besides technical skills a solid understanding of common sales processes would be an advantage

ABOUT ELCA

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IF YOU ARE INTERESTED in applying for this position, please send us your complete application (CV, Cover letter, letters of reference, B.Sc./M.Sc. transcripts, diplomas and certificates).