# AMALIA

Customer Service Automated Classifier

https://amalia.azurewebsites.net/





Classify your customer support messages and streamline your processes.



Problems with millions of request

### **Millions**

of emails are received to incorrect boxes (a message to finance arrives at the HR email).

# **Millions**

of messages or requests do not have all the content due to the limited forms that are applied.





# Classify messages according to their content

It facilitates the process of organizing and distributing messages according to content through Artificial Intelligence.

Manage the categories to classify your emails.						
Categories		Create category				
Name						
help	<u>Details</u>	Create				
selling	<u>Details</u>	Create				

Filters	Messages					
Categories:	Creation Date (UTC)	Category	Subject	Text		
help selling	2/21/2023 1:19:00 AM	selling	I want to buy	Hello, I want to buy your Al service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	
	2/20/2023 11:16:03 PM	selling	Buy	Hello, I want to buy your Al service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	
	2/20/2023 11:10:08 PM	selling	I want to buy	Hello, I want to buy your Al service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	
	2/20/2023 10:48:35 PM	selling	I want to buy	Hello, I want to buy your Al service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	
	2/20/2023 10:46:43 PM	selling	I want to buy	Hello, I want to buy your Al service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	
	2/20/2023 10:40:37 PM	selling	I want to buy	Hello, I want to buy your AI service, but the website doesn't appear the price. Can I pay for that? Thanks.	Details	

### How works?

Users send a complete message via email.

(To a general box.)

(Review the categories and examples uploaded by the organization associated with the message, train the model with the Cohere AI, and classify the mail.

#### **Amalia Web**

(Shows organized emails and can be filtered by category.)

Technologies: Cohere AI, Twilio SendGrid, .NET (C#) and Microsoft Azure

https://github.com/nescampos/amalia-classifier/

# **Business model**

#### Model

Plans for review and organization of messages.

#### Cost

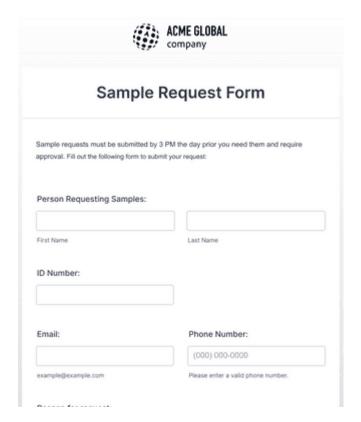
Plans that would start from US\$5/month.

#### **Users**

SMEs with customer service and use manual systems or forms for management.



# **Competitors**





#### Differentiation

- Save the process of having complex forms.
- Encourage better communication through the channels best known by users.
- Artificial intelligence simplifies the process and better organizes the messages to each area.

# **Talent**



**Néstor Campos** 

Founder/Technical Manager

+12 years working in many technologies products/companies.



nescampos

Microsoft MVP (Artificial Intelligence)

AWS Community Builder (Machine Learning)

Alibaba Cloud MVP (Big Data)



# Status and evolution

#### **Status**

2023

Proof of concept launched.

#### 2023 (end of the year)

Release of the first functional version, detection of feelings, language and connected to other channels (social networks and messaging).

# Thank you

Do you have any questions?

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