AMALIA

Customer Service Automated Classifier

https://amalia.azurewebsites.net/

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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.

AMALIA

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

Name	
help	**Details**
selling	**Details**

Create category

[   ]

Create

Monitoring emails from your users/customers

Filters

Categories:

All

help

selling

Messages

Creation Date (UTC)	Category	Subject	Text	
2/21/2023 1:19:00 AM	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
2/20/2023 11:16:03 PM	selling	Buy	Hello, I want to buy your AI 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 AI 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 AI 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 AI 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.)

→

AMALIA
(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

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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

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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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