

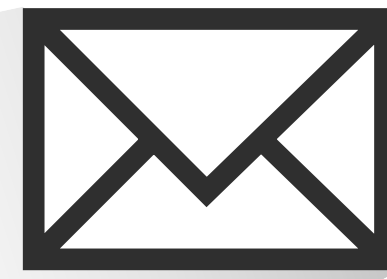
MailCat

Organise your inbox – without spending nine lives



Intelligent responses in seconds

Powered by cutting-edge generative AI



Seamless email integration

Connect automatically to your email system, e.g. Outlook – just plug and play!



Onsite deployment

Keep 100% of your data within your organisation

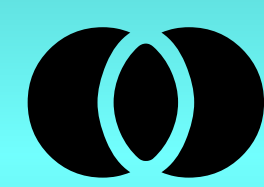
What is MailCat?

MailCat is an AI-powered CRM tool that integrates seamlessly into your existing email platform. It automatically categorises and organises support tickets gathered across various channels, and drafts responses using advanced AI (e.g. Large Language Models).

What can it do? *Multiple functions at the touch of a finger:*



CATEGORISE



MERGE



AUTOMATIC REPLY



REMOVE DUPLICATES



UNDO



GET SOURCE

Categorise

Is your inbox set up for data analysis, prioritisation, and work delegation? Or is it just a sea of individual tickets?

MailCat automatically categorises incoming tickets according to their topics. You can define, customise, and prioritise these categories according to your business needs!

Automatic Reply

Canned, robotic auto-replies are poison to customer satisfaction and retention.

Our generative AI technology makes all the difference: MailCat reads, understands, and drafts personalised replies to individual tickets – all in a few seconds.

Undo

Want to try something different?

If needed, reverse all changes made to your inbox.

Merge

If your team is responding to tickets one by one, here is a solution that is more efficient and allows for a macro view of customer requests.

MailCat intelligently merges consecutive tickets submitted by the same customer while maintaining crucial information, streamlining your inbox and representing customers' issues holistically.

Remove Duplicates


Are you doing double, triple work by sending multiple responses to repeated tickets?

MailCat addresses this problem right at the source by removing duplicate tickets.

Get Source

Do you have multiple input channels for customer feedback?

MailCat breaks down different feedback sources into folders for easy work delegation.

powered by 



Organise your inbox – without spending nine lives

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1. Introduction

What is MailCat?

MailCat is an AI-powered CRM tool that integrates seamlessly into your existing email platform. It automatically categorises and organises support tickets gathered across various channels, and drafts responses using advanced AI (e.g. Large Language Models).

Who is MailCat for?

MailCat is a perfect fit for companies looking to **modernise** their customer support operations and improve the **timeliness** and **efficiency** of ticket responses.

Why choose MailCat?

Unlike most customer support tools that use rigid rule-based methods with limited intelligence or expensive subscription-based AI, MailCat is highly **customisable**, **affordable**, and can be **deployed on your premises**. This means you reap the additional benefits of accuracy, cost reduction, and data privacy.

Furthermore, MailCat **integrates seamlessly** into email services (e.g. Outlook). This provides a user-friendly experience and requires zero technical skills—just plug and play!

2. Functions

MailCat offers a variety of **useful functions** for users to choose from.

Each function uses its own set of sophisticated algorithms and AI models, which can be fine-tuned to your needs.

Here are MailCat's key functions:

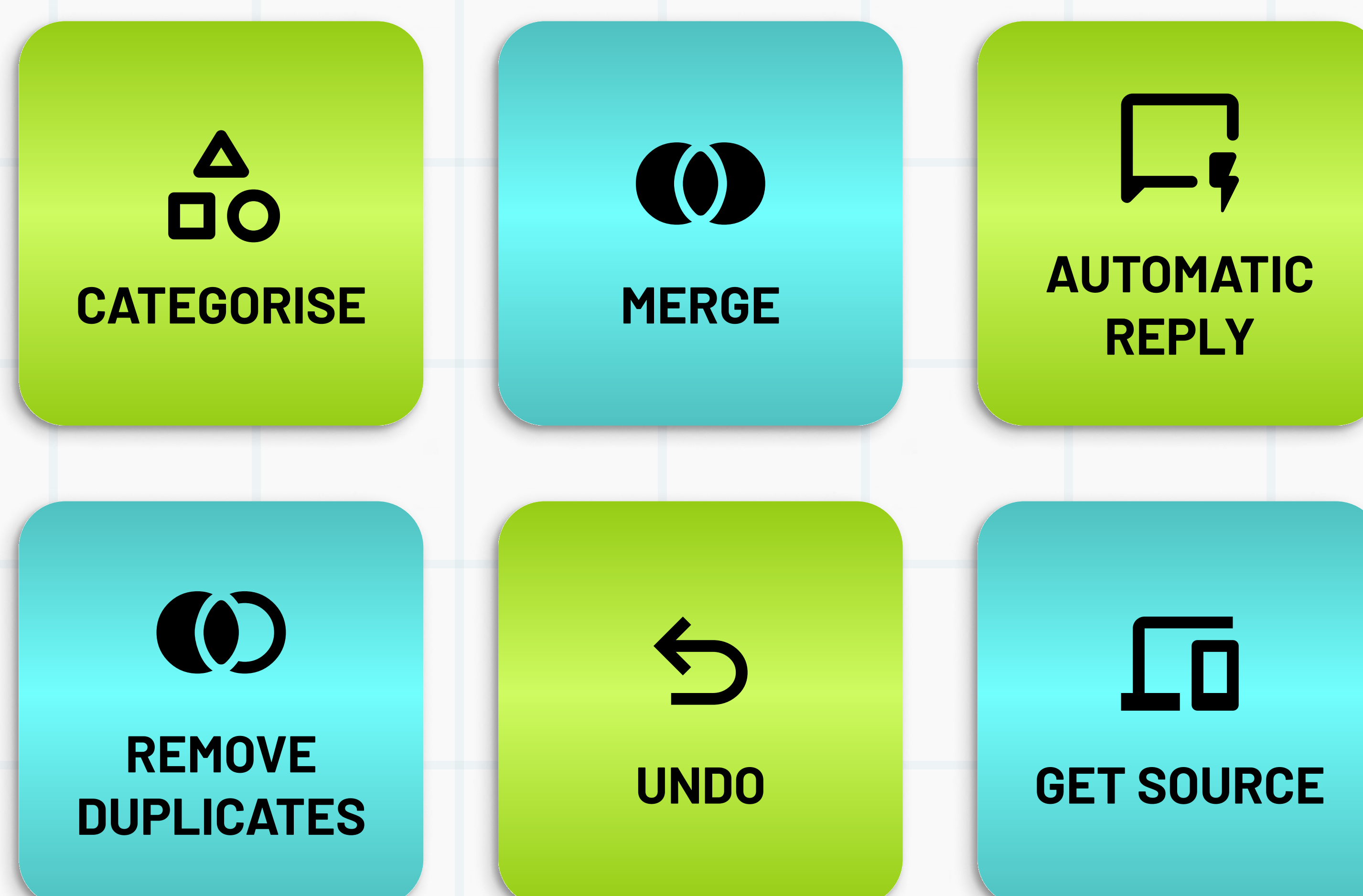


Figure 1: MailCat's default user interface provides easy access to its various functions.

2.1 Automatic Reply

MailCat uses cutting-edge generative AI (i.e. Large Language Model (LLM)) to respond to your inbox by:

- (i) **Reading** incoming tickets
- (ii) **Understanding** their content
- (iii) **Drafting** professional and human-like replies

All this is done in a few seconds per response. Plus, say goodbye to canned responses. Each of MailCat's replies is **tailored to the individual ticket**. This improves client satisfaction and allows customer service teams to focus on more pressing matters.

Importantly, this generative AI can be **deployed on-site**, keeping your data within your organisation.

2.2 Categorise

MailCat **automatically categorises** incoming tickets according to their topics. It achieves this through Natural Language Processing (NLP) by utilising advanced machine learning transformer models.

What's more, you can **define and customise** these categories according to your specific use cases and workflows. For example, a credit card company can use categories such as 'lost card', 'waive fee', 'terminate account', etc.

2.3 Remove Duplicates

MailCat identifies **duplicate tickets** and removes them, decluttering your inbox.

2.4 Merge

Inbox clutter does not just come in the form of duplicate tickets. How often do you encounter customers who create multiple tickets making the same complaint with different words, or send in new tickets to provide additional information to their previous ones?

MailCat **merges** such related tickets into a single succinct ticket while retaining all **crucial information**, streamlining your inbox.

2.5 Get Source

Corporations often have multiple input channels for customer feedback (e.g. mobile app, web contact form, email, etc.). MailCat breaks down these different **feedback sources** into folders, allowing for easy work delegation to the appropriate teams.

2.6 Undo

If needed, MailCat can **reverse all changes** made to your inbox with the click of a button. (Don't worry, it won't hold a grudge—it's not a real cat!)

All the above functions are **plug and play**. MailCat automatically connects to your email (e.g. Outlook) and performs the requested actions. The user can control any of the functions with **just one click** - no technical knowledge or complicated setups required.

3. Customisations

- **User experience:** The user interface can be customised according to the client's requests (e.g. colour-coded categories).
- **Ticket categories:** The client can define the categories used to sort incoming tickets (e.g. 'security', 'technical issues', 'spam', etc.) and label certain categories (if any) as urgent.
- **User groups, access, and permissions:** The client can define workflows (e.g. automatically forward emails to pre-determined departments, only give view-only permissions to users of a certain level, etc.).
- **Deployment:** The deployment may be handled/maintained either by ParallelChain Lab or the client. The selected approach affects pricing¹ and data handling.

4. Requirements

- **Rights:** For MailCat to automatically process support tickets, appropriate rights must be granted (e.g. access to an email account).
- **Data:** AI requires data to deliver tailor-made solutions. For some customization, data might be required to fine-tune the machine learning models.

5. Disclaimers

- The current document demonstrates the general architecture of MailCat. Design, functionalities and other details are subject to change after deliberations between ParallelChain Lab and the client or due to the constant efforts to improve our products.
- Note that MailCat's automatic responses cannot be predicted in advance and may be inaccurate. Generative AI (e.g. LLM) is a new technology that carries risks when used. Testing conducted has been in English, and it is impossible to cover all possible scenarios.



<https://parallelchain-lab.io>



<https://linkedin.com/company/parallelchain-lab>

Schedule a demo

¹ Pricing varies depending on the client's requests/usage (e.g. subscription-based, perpetual licensing, volume-based discounts). Pricing options are not in the scope of this document.