



AEGIS

AI AUTOMATION

AI Correspondence Guide

Intelligent email and document response automation with NLP
classification and LLM-powered generation



Email



NLP

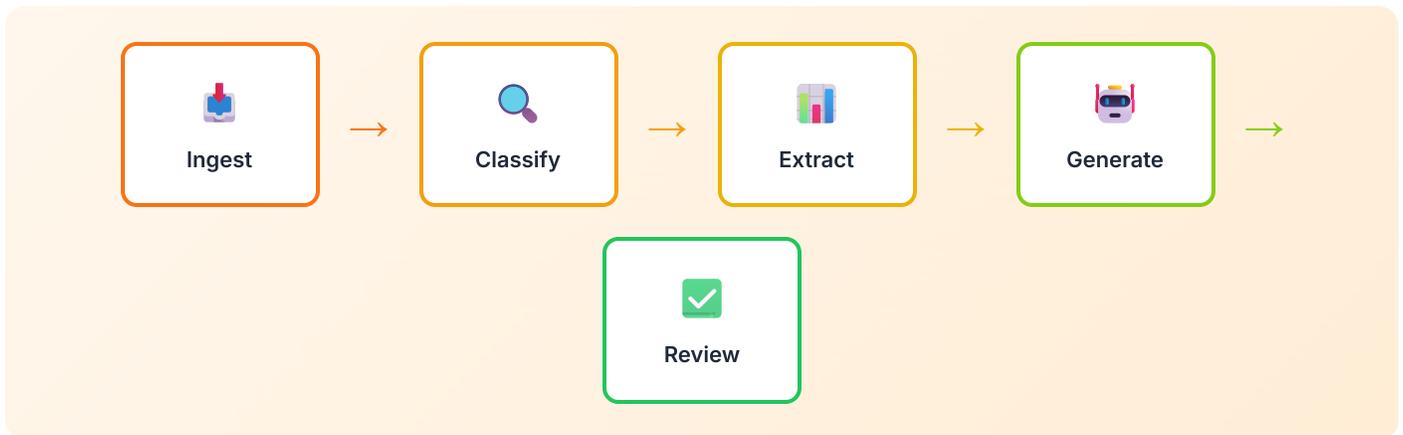


LLM



Automation

AI Correspondence Pipeline



Classification Categories

Category	Examples	Typical Action
Inquiry	Product questions, pricing	Knowledge base lookup + LLM response
Complaint	Service issues, defects	Escalate + empathetic response
Request	Account changes, refunds	Route to workflow, confirm receipt
Feedback	Reviews, suggestions	Acknowledge + log for analysis
Urgent	Outages, emergencies	Immediate escalation + auto-response

Response Generation Strategies

Strategy	Description	Best For
Template + Fill	Pre-written templates with variable slots	Simple, high-volume
RAG + LLM	Retrieve docs, generate response	Knowledge-heavy queries
Few-shot LLM	Examples in prompt, model generates	Varied responses needed
Fine-tuned LLM	Custom model on your data	Consistent brand voice

Success Metrics

85%

Auto-resolved

<5min

Avg Response

92%

Accuracy

4.2★

Quality Score



Automate Your Correspondence

Let us help you implement intelligent email and document automation that delights customers.

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