



TELIC DIGITAL

INTELLIGENT AUTOMATION - DIGITAL MAILROOM

Digitally Transform your Inbound
Communication Processes



Telic Digital exists to help organisations simplify digital transformation projects using intelligent automation solutions



AUTOMATED DIGITAL MAILROOM - WHAT IS IT?

Intelligent
automation for all
inbound
correspondance

An **automated digital mailroom** uses a combination of technologies to assist organisations in automating the classification of inbound correspondence, extracting relevant content and distributing to individuals, teams or systems for further action.

The use of **artificial intelligence** and **machine learning** within the technology platform allows organisations to process and react faster to content that is being received on a daily basis. This provides **operational efficiency** and **accelerated response times** for customers, suppliers, partners and citizens.

An automated digital mailroom helps to **remove bottlenecks**, improves the ability to **handle peak volumes** and increases the ability for teams to **work remotely**.

ACCELERATE RESPONSE TIMES AND DECISIONS

Ensure a High Quality
of Data and Reduce
Operational Costs

Multichannel Ingestion

Ingest documents and information from different channels including email, scanned paper, web portals and other electronic sources. Bring all channels into a common and consistent single process.

Cognitive Capture

Automated document classification and data extraction eliminates costly and error-prone manual processes.

Workflow

Design electronic workflows in an intuitive interface, setup notifications, escalations and alerts for process issues. Deliver information to your systems and people in a fast controlled way, that is auditable and consistent.

Storage & Process Insight

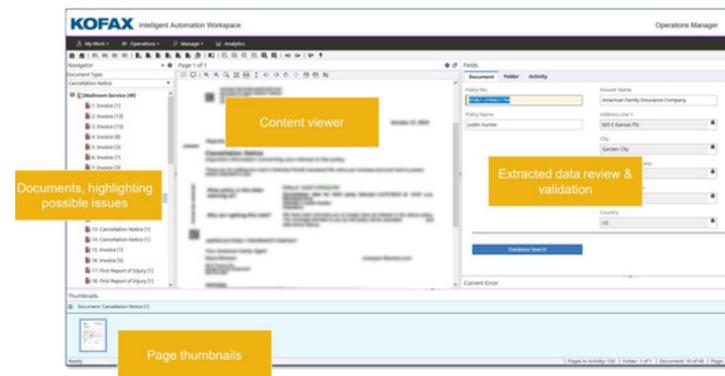
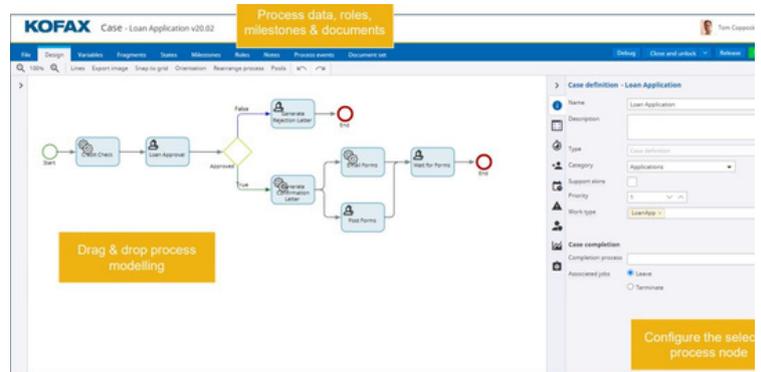
Easily retrieve important business information from an electronic repository that is fully searchable and meets legal admissible standards. Empower process owners with actionable insight through configurable dashboards.



DIGITAL PROCESSING

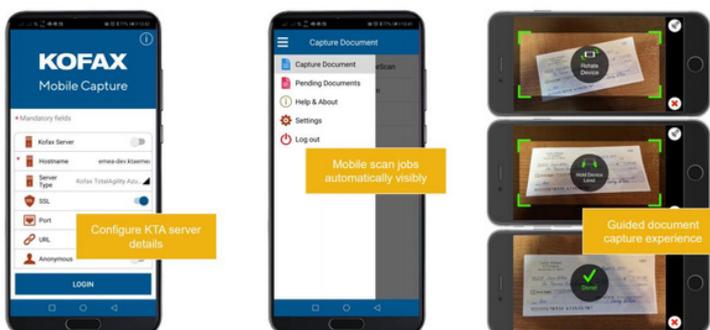
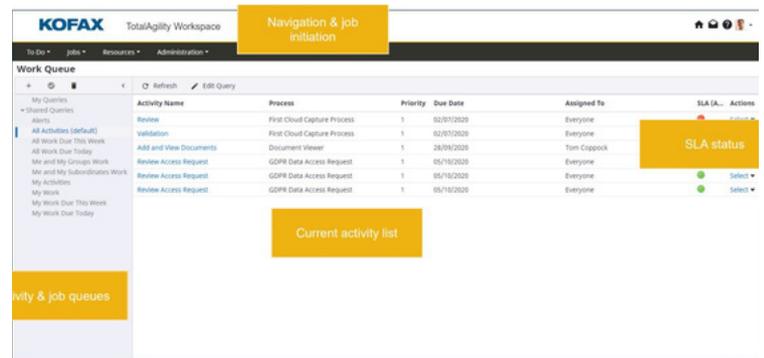
Simple and Intuitive Interface to Ensure a Quick Uptake

A point and click design process will allow you to quickly create electronic versions of your business processes. Each step will allow you to configure timelines, assign roles and attribute actions.



Documents can be ingested from multiple sources including scanned paper, email, fax, portals and other electronic sources. The application attempts to extract the relevant content and shows queried or exception data to appropriate users to take action.

Users can access their documents in a definable workspace area that allows them to sort, prioritise, complete and share with others in the organisation. All actions are recorded and fully auditable.



Documents can be ingested in a variety of methods, but in addition external users can submit documents through web-enabled and mobile devices which can be used to enable customers to self-serve and reduce operational overheads in a mailroom environment.

DISCOVER MORE

Evaluate How it will Work for Your Organisation

Book a Consultation - schedule a time with one of our consultants to talk through your specific processes and opportunities for automation.

Arrange a Demo - one of our experts can take you through an end to end demonstration of the platform and how it will work for your processes.

Other Solutions

Intelligent Automation for Finance - Improved efficiency for Accounts Payable and Accounts Receivable processes.

Intelligent Automation for Human Resources - Deliver streamlined on and off boarding processes, automate due diligence and manage HR records digitally.

Intelligent Automation for Business Processes - Drive operational efficiency for claims, sales orders, case management and other data driven processes.

Our Details

Telic Digital exists to help organisations simplify digital transformation projects using intelligent automation solutions.

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