

Accelerate Your Complaints Management

This ai4process accelerator slashes complaint handling time by 60%, guarantees FCA-compliant workflows, and delivers faster, smarter resolutions with AI-driven parsing, sentiment analysis, and root cause detection.

Key Challenges We Solve

- Slow manual complaint triage
- High FCA compliance risk
- Inconsistent root cause analysis
- Delayed customer communication
- Limited data-driven insights

★ What You Get – Out of the Box

- **AI email parsing:** Extracts complaint details instantly, reducing intake time.
- **Smart categorisation & sentiment analysis:** Flags dissatisfaction and complaint complexity.
- **Root cause detection & guidance:** ML-driven insights for faster resolutions.
- **Automated response generation:** FCA-compliant emails sent in seconds.
- **Interactive dashboards:** Real-time complaint trends and compliance reporting.

Benefits at a Glance

- **Faster Resolution Time:** Solve complaint cases lightning-fast!
- **High Compliance Accuracy:** Stay nearly flawless with optimum compliance precision.
- **Consistent Case Handling:** Every case handled perfectly—every single time.
- **Reduced Manual Workload:** Cut tedious tasks and supercharge your team's productivity.
- **Real-Time Business Insights:** See it all, act instantly—insights as they happen.

Target Use Cases

- **Insurance companies** managing high complaint volumes.
- **Banks** under strict FCA complaint-handling rules.
- **Fintech firms** needing automated, scalable complaint resolution.
- **Brokers & intermediaries** with limited compliance teams.
- **Regulated service providers** facing rising customer dispute volumes.

Why ai4process?

With unmatched expertise in Pega and complaints management, ai4process enables organizations to resolve cases faster, ensure FCA compliance, and reduce operational risk. Our accelerator delivers rapid ROI, transforming complaint handling from manual to automated, intelligent, and efficient.

Contact: info@ai4process.com

Visit: <https://ai4process.com>

