

SAFA AI

Amplify Data Extraction to Streamline & Automate SOPs with Sutherland Agentic AI-Powered Web Extraction

Say goodbye to manual data entries to extract complex data like sales orders, invoices, and say hello to a smoother and automated data extraction platform, SAFA AI. Simplify the SOP process for agents, reduce AHT & operational cost.

SUTHERLAND AGENTIC AI-POWERED WEB EXTRACTION

A platform-agnostic web extraction extension fueled with automation to extract relevant data from ticketing systems to any platform. It assists agents in performing background checks, PAT links & providing SOPs.

BUSINESS CHALLENGES IN DATA EXTRACTION ECOSYSTEM

- Rely on 3-4 structured/unstructured data from multiple sources, costing a huge investment in tools.
- Lack of automation in accessing SOPs and PAT links for agents results in bad CX & service reputation.
- Support agents had to spend beyond avg HT to extract invoices, etc., from multiple sources, all manually. It impacts overall productivity.

CORE FEATURES & CAPABILITIES OF SAFA AI

Browser-based Extension

Web-based automation tool to extract ticket details, invoices, sales orders, lab reports, and more across multiple formats like chat, email, images, videos & more, all through extension.

Seamless Integrations

Integrate with Zendesk, Salesforce & other API integrations to streamline issue tracking and automate extraction from multiple sources in no time.

AI-based Combination Generator

Utilizes AI and scripting logic to generate valid name combinations based on predefined business rules. Ensures data consistency for identity verification processes.

Easy Deployment & Monitoring

Instant deployment helps with an automated PAT link generator & SOP display. This ensures real-time monitoring of process compliance & jurisdiction.



15% Increase in agent efficiency & productivity through extension extraction.



Maximum reduction in Average Handle Time per ticket.



Improvement in annual cost savings & ROI through automation.



Unlocking Digital Performance.
Delivering Measurable Results.

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Sutherland is a leading global business and digital transformation partner. Leveraging our core expertise in artificial intelligence, automation, cloud engineering, advanced analytics, and our advanced products and platforms, we unlock digital performance for our clients. We work with iconic brands worldwide, spanning Healthcare, Insurance, Banking and Financial Services, Communications, Media and Entertainment, Travel, Logistics, and Retail industries. Our offerings are tailor-made, combining our market-leading technology with proven, rapid formulas to enhance digital capabilities uniquely suited to each client. We bring together human expertise and artificial intelligence to develop digital chemistry. This unlocks new possibilities, measurable transformative outcomes, and enduring relationships.