

Inbox Genie

Agentic AI-Powered Assistant for Effortless
Email Case Handling



Most case management tools force consultants to manually **read long email threads and search through SOPs**—slowing responses and risking errors. **Inbox Genie** changes that with an **AI assistant that analyzes email conversations, summarizes threads, and recommends next steps** based on the knowledge base. It **streamlines workflows, reduces handling time, and ensures consistent, accurate case resolution**—without screen-switching or manual digging.

Powered by a multi-agent AI framework, Inbox Genie intelligently processes email threads, extracts key insights, summarizes conversations, and recommends next steps based on the knowledge base. This agentic approach allows the system to act autonomously—reducing handling time, ensuring SOP alignment, and enabling faster, more consistent case resolutions.

Inbox Genie is built for:

- **Email Case Management Teams**
- **Customer Support & Service Operations**
- **Process Excellence & Automation Units**
- **Knowledge Management Teams**
- **BPOs and Scalable Support Centers**



INBOX GENIE

WHAT CAN INBOX GENIE DO FOR YOU?



INTELLIGENT EMAIL PARSING FOR COMPLEX THREADS

Parses and understands long, multi-party email threads to provide agents with full context—enabling accurate case handling even for complex conversation histories.



STRUCTURED EMAIL SUMMARIZATION TO REDUCE AHT

Automatically generates a clear, structured summary of the entire email conversation—saving agent time and reducing Average Handling Time (AHT).



SOP-BASED ACTION ITEM RECOMMENDATIONS

Extracts next steps based on the Tripadvisor Knowledge Base and embedded SOPs—helping consultants act efficiently without switching between documents or screens.



CONSISTENT OUTPUTS ALIGNED WITH BUSINESS RULES

Delivers summaries and recommendations that are fully aligned with business rules and SOPs—ensuring accuracy, consistency, and compliance across all cases.



ONE-CLICK CASE INSIGHTS FOR BETTER TRIAGE MANAGEMENT

Displays sentiment, conversation count, contacts, highlights, and customer concerns in a single view—allowing consultants to triage and act on cases faster and more effectively.



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.