



WELCOME

Inbox Assistant | Transforming Revenues & Benefits Email Processing

Manchester City Council Success Story



Agenda

1.

CHALLENGE

Samantha Sauco, Senior Systems & Subsidy Manager MCC

2.

SOLUTION

Graeme Maychell, Solution Specialist

3.

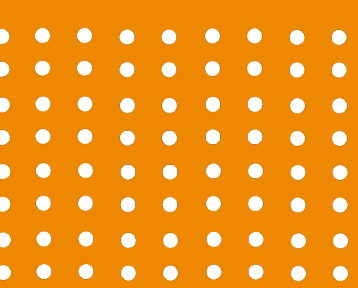
OUTCOME

John Bailey, Business Analyst MCC

4.

FUTURE

Joe Payne, Solution Architect

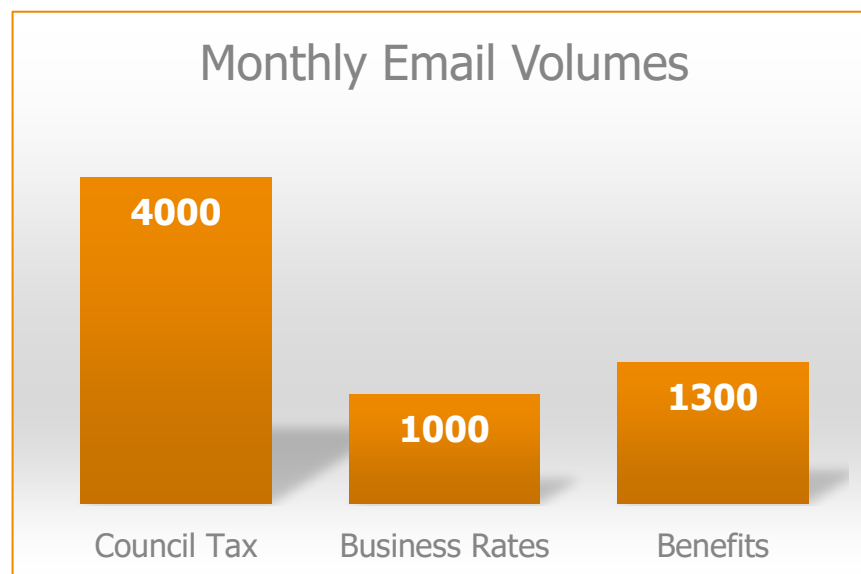


Challenge

Challenge

Managing high volumes of customer correspondence

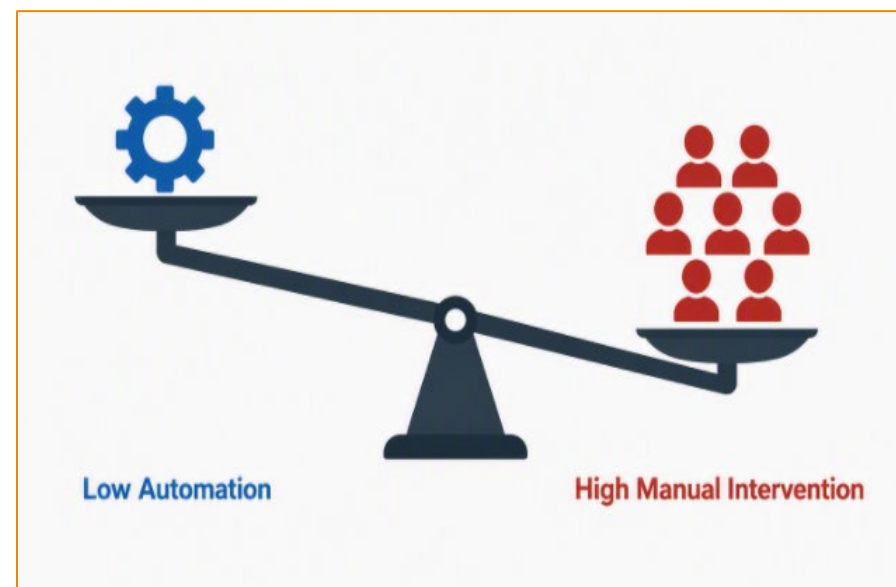
- Growing demand for digital services
- Successful promotion of webforms
- Maintain customer choice but improve efficiency
- Volumes
 - Council Tax 4,000
 - Business Rates 1,000
 - Benefits 1,300



Challenge

Previous approach and limitations

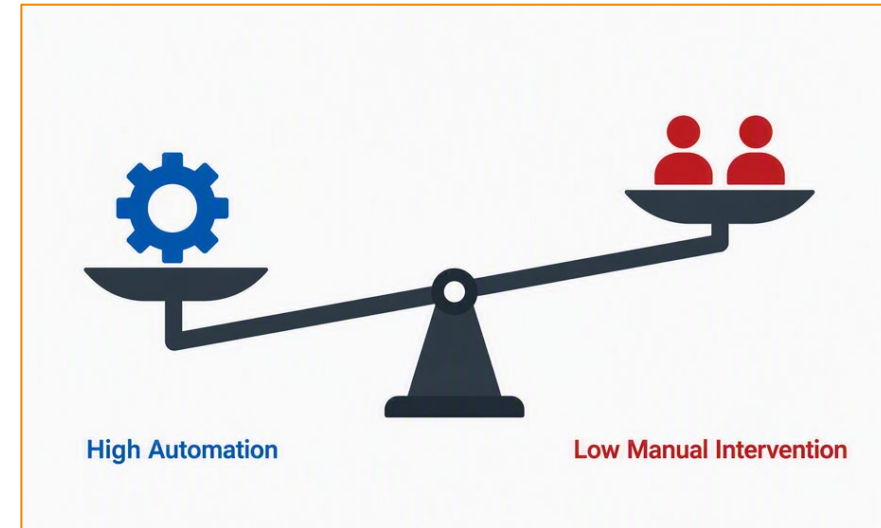
- Existing email automation had reached its limits
 - Reliance on customers to provide their ARN
 - No categorisation of enquiry types
 - Single doc type in DMS for all emails
 - No prioritisation of urgent enquiries
- Impact
 - Administrative burden
 - Delays in processing
 - Valuable officer time spent on repetitive tasks
 - Increased risk of errors and inconsistencies

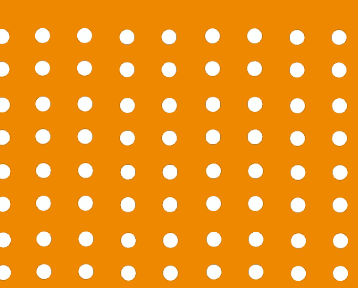


Challenge

What we wanted to achieve

- ✓ Maximum email automation to free up admin resource
- ✓ Remove reliance on account reference numbers
- ✓ Extract customer and property information automatically
- ✓ Understand enquiry content and attachments
- ✓ Categorise and Prioritise documents accurately
- ✓ **Auto respond to emails without sufficient information**
- ✓ **Fully automate Landlord COT emails in R&B system**

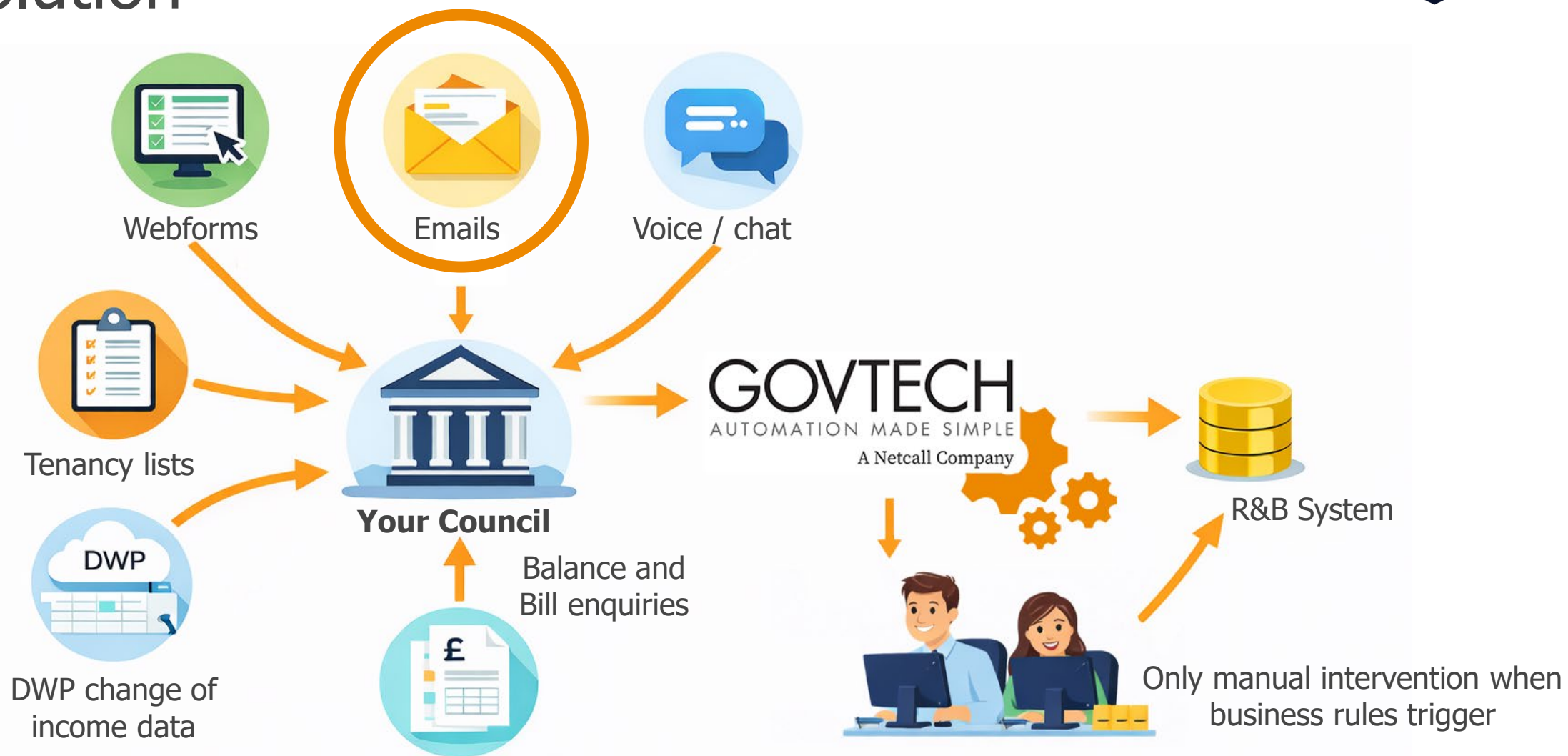




Solution



Solution

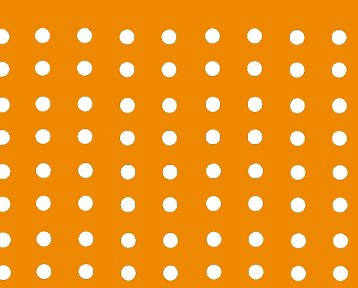


Solution

How Inbox Assistant works

1. Receives inbound email
2. Analyses email content **and attachments** (IDP)
3. Identifies customer details, references and addresses
4. Classifies enquiry type based on content **and sentiment**
5. Validates COT data and automates processing in R&B system
6. Automatically indexes emails in DMS
7. Triggers automated responses where information is missing





Demo

Document Type: GTLLMOV
Document Index: 522216291,4133807,NC1000015663IDP
Context: CouncilTax
Account: 522216291
Property: 4133807

Council Tax change of tenancy reported by a Landlord: new tenants occupying

Form reference NC1000015663IDP submitted on 26/06/2026

Observations

Summoned debt exists on the existing Account at the property
Govtech - Account 522216291 terminated by webCAPTURE revenues
Govtech - Account 522731491 created by webCAPTURE revenues
Circumstance code 8 has been applied to account 522216291
There is no forwarding address for account 522216291
The property was let as Unfurnished
Transaction processed without any follow-on actions

Landlord *(submitted the form)*

*Landlord could not be unambiguously matched to an existing party
The name provided for the Landlord is incomplete or invalid*

Organisation: **Not supplied**

Property address: BLADE TOWER 15, FLAT 2506, SILVERCR
UNKNOWN
M15 4XP

Property reference: 4133807
FLAT 2506
BLADE TOWER
M15 4XP

Information about the new tenancy

Tenure of new occupant(s): **Tenant, Unfurnished**
Tenancy start date: 30/06/2026
Move in date: 30/06/2026
Number of adults in the household: **1**

Incoming liable party: Mr JOHN TEST



Solution

Transforming customer enquiries with intelligent automation

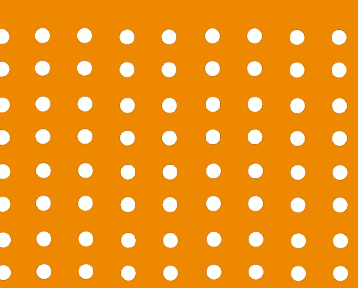
Before

- Admin team interpret most incoming emails
- Customer accounts identified manually
- Emails indexed into DMS manually
- R&B Officers dealing with all emails

After

- Automatic email classification
- 95% Automated account identification and indexing
- Intelligent routing to the correct workflow
- Faster Triage
- R&B Officers only dealing with emails that require responses

★ **More time** for customers. **Less time** on administration. ★



Outcome

Outcome

In the last month, over 4,000 emails managed through intelligent automation



1,096 Landlord change of tenancies

Change of tenancy automated in R&B system. 72% fully automated



601 Automated responses

Email content not sufficient for processing. Auto email response advising customer

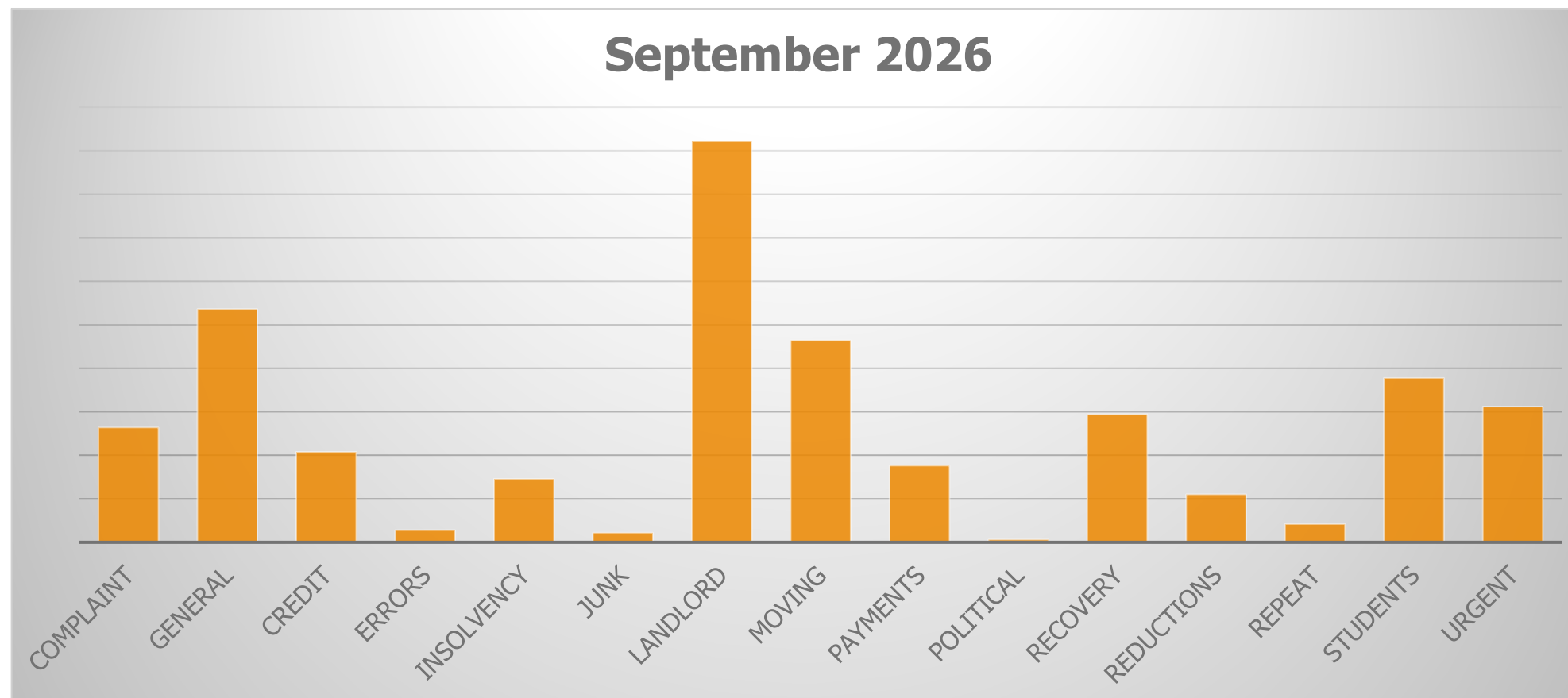


2,341 General enquiries

Each one categorised based on content and sentiment. 95% automatically indexed to the account or property in the Document Management System

Outcome

Categorisation of enquiries



Outcome

Measurable operational improvements



Efficiency gains

- *Admin resource saving:* 95% of emails automatically categorised and indexed in DMS
- *R&B Back-office saving:* 1096 Landlord COT emails automatically converted into Change of Address transactions and automated in R&B system
 - 72% fully automated
 - Total number of LL COT transactions shifted to automation channel increased by 26%



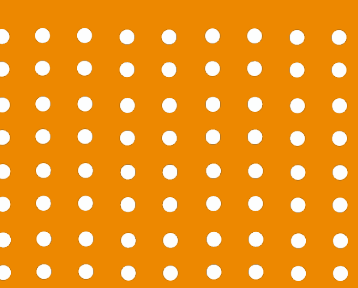
Improved prioritisation

- Urgent enquiries identified and actioned faster
- Better workload management



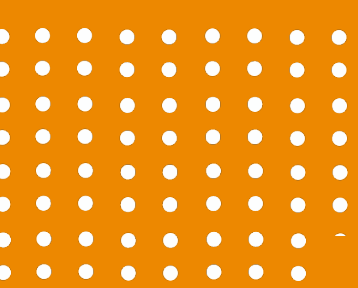
Better data quality

- Auto response: Customer asked to provide missing information
- Auto response: Customer advised to contact correct council if out of area address provided



Future





Thank you for listening



www.govtech.co.uk/ai-email-automation



hello@govtech.co.uk