

Email Sentry: Revolutionizing Time-Sensitive Email Management

Email Sentry revolutionizes the management of time-sensitive correspondence through the application of advanced Generative AI (Gen AI) technology. By analyzing email subjects, bodies, and attachments, this sophisticated tool transcends traditional keyword searches, offering a contextual understanding of the content.

Email Sentry streamlines operations for our Resolution Managers (RMs) by automatically integrating emails and their attachments into the claim file while simultaneously generating time-sensitive tasks for immediate attention. By scanning emails as they are received, Email Sentry dramatically reduces initial review times and enhances our capacity to swiftly identify and address urgent communications.

COMPREHENSIVE AUTOMATION AND IMPROVED WORKFLOW FEATURES

Gen AI Analysis:	Reviews and interprets email content to pinpoint time-sensitive items
Automated Document Management:	Emails and attachments are automatically integrated into Gallagher Bassett's (GB's) document management system and linked to the claim file for easy access by RMs and Supervisors
Task Creation:	Automatically generates tasks in Risx-Facs® for supervisors to review and act upon time-sensitive emails
Visual Indicators:	Emails are tagged with visual markers, simplifying inbox management for RMs
Enhanced Client Experience:	Timely identification of urgent emails leads to improved claimant experiences and higher client satisfaction

At GB, we are dedicated to pioneering technological advancements that empower us to deliver exceptional service and superior outcomes for our clients. Our commitment to innovation is reflected in our Gen AI journey, which is centered around developing a suite of tools designed to simplify and enhance everyday claim routines. By leveraging innovative technology, we aim to streamline processes, boost efficiency, and elevate the overall experience for our clients.



**Email
Sentry**

Enhanced identification
of time-sensitive
correspondence

Please contact your Client Services Manager (CSM)
for more details and assistance.