UiPath

From inbox overload

to intelligent self-service:

Transforming email-centric citizen support.

Content

Customer service teams are overwhelmed. The volume of inbound emails—from citizen enquiries, service changes, and appointment requests—has exploded. For many Public Sector agencies and healthcare organisations, email remains the most used and the most painful support channel. Long queues, delayed responses, overworked agents, and rising attrition are symptoms of the same problem: outdated, manual handling of digital inquiries. AI-powered self-service and communications mining offer a scalable, sustainable solution to triage, route, and resolve emails with accuracy, speed,and intelligence.

AGENCY
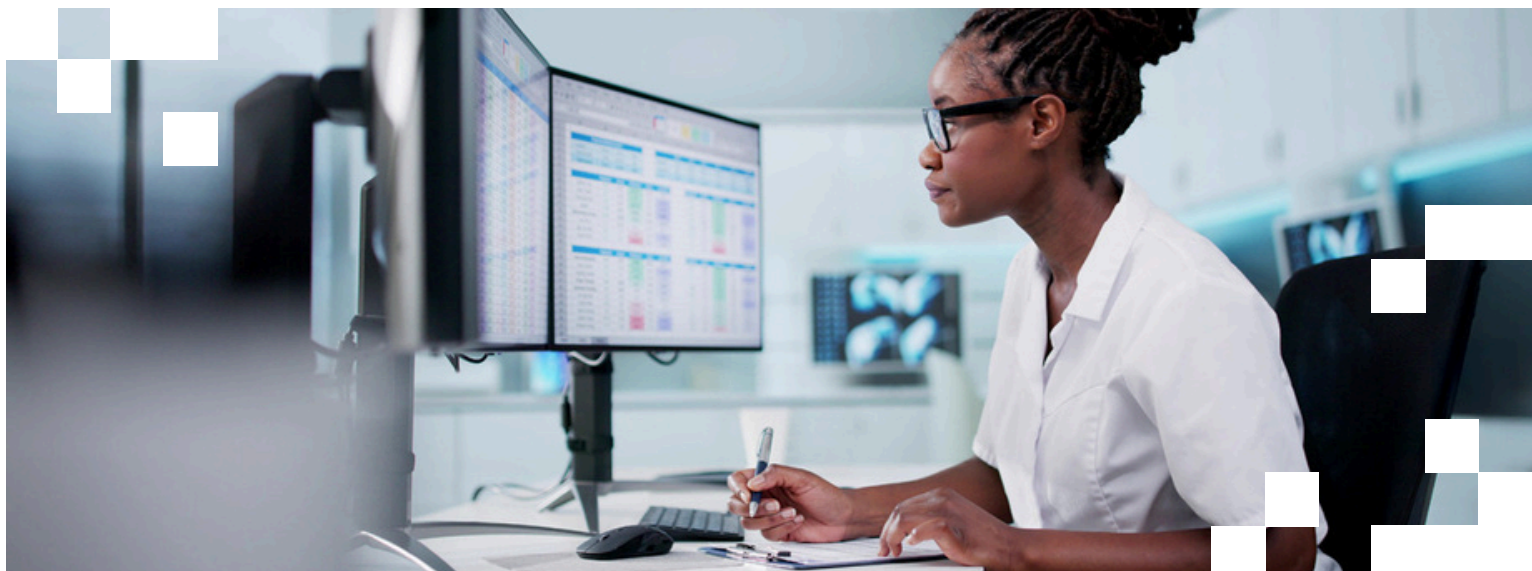## From cluttered inboxes to real-time citizen resolutions

Departments are flooded with emails covering enquiries, processing applications, managing cases, and allocating funding. Manual triage slows response times and frustrates citizens. The Department of Education turned email overload into a success story—by automating and classifying emails received into the central mailbox. The department receives

60,000 emails

a month taking 2 and a half days to classify them to the correct team. This has reduced to

4 minutes

freeing employees to focus on implementing and enabling policy.

HEALTH–CARE

Making patient communication manageable

In healthcare, emails about scheduling, referrals, and documentation often pile up in shared inboxes. These administrative tasks take clinicians away from patient care. Gold Coast Health streamlined appointment confirmations freeing

40,000 hours

of administrative time being redirected to patient care annually. By streamlining appointment confirmations, the process reduced staff time spent on the phone, resulting in shorter wait times and a decrease in call abandonment rates.

COMMUNITY SERVICE

Prioritising customer care

Changing customer behaviour along with new digital communication challenges means the Royal Mail Group has to continually improve its efficiency and innovation. Streamlining mail distribution processes has handed back

662,000

hours to employees and saved

$110 million

per annum, enabling the Royal Mail Group to concentrate on customer service, not manual processes.
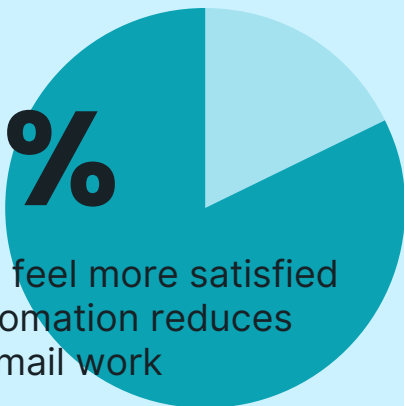
ANALYST AND CUSTOMER EVIDENCE

60–73%
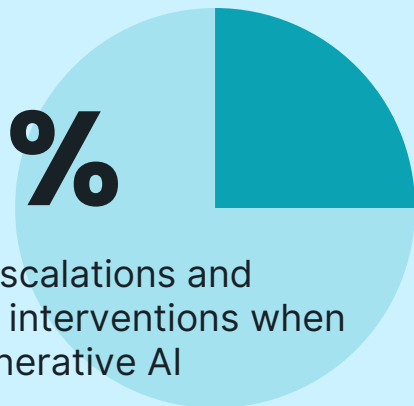
for simple service tasks via digital channels

89%

of agents feel more satisfied when automation reduces manual email work

25%

drop in escalations and manager interventions when using generative AI

Public Sector agencies and healthcare organisations including The Royal Mail Group, The Department of Education, Gold Coast Health, and U.S Department of Veteran Affairs **turned email chaos into efficient engagement**

CONCLUSION

Email isn't going away—but the way we handle it must change. AI-powered self-service and communications mining give overwhelmed service teams the ability to turn inboxes into intelligent workflows. **Whether you manage a contact center, IT helpdesk, or scheduling department, automation is the lever to improve service quality, cut response times, and bring control back to your frontline teams**.

About UiPath

UiPath

AGENTIC AUTOMATION