

Turn every incoming PEC into an intelligent workflow

Smart PEC AI automates the analysis, classification, routing and operational management of email and certified email, reducing manual workload while keeping every action traceable.

INCOMING COMMUNICATION

Understand what arrived

Incoming email and PEC are analysed with customized automatic classification. Attachments can be separated and processed individually, including OCR.

OPERATIONAL FLOW

Send it where it belongs

Messages and documents are routed to the correct departments and handled according to company-defined workflows, including automated and semi-automated steps.

From inbox pressure to controlled execution



The objective is not simply to archive messages: Smart PEC AI transforms incoming communications into assigned, monitored and auditable operational tasks.

Automate the path from message to action

The platform combines configurable gateways, document processing and workflow automation so each organization can define how different communications should be handled.

01/ GATEWAY

Configure channels

Integrate standard email or PEC, associate addresses with organizations or specific offices, and expose functions according to user roles and permissions.

02/ PROCESS

Prepare documents

Operators can access unprocessed messages, start assignment flows and automatically split PEC attachments for individual document management and OCR.

03/ WORKFLOW

Execute procedures

A visual designer defines activities, decisions, notifications, automatic steps and third-party integrations; the engine executes the configured rules.

04/ CLARIFICATION

Human in the loop

Uncertain cases can be escalated to an operator, whose feedback can help improve future decisions.

A workflow that supports people instead of creating another inbox

ASSIGN

Route work to the appropriate user or department.

NOTIFY

Support operators with notifications during procedures.

AUTOMATE

Run automatic or semi-automatic operations when rules allow.

DEADLINES

Trigger actions and alerts when task deadlines are reached.

CUSTOM AUTOMATION, NOT A ONE-SIZE-FITS-ALL RULESET

Automation criteria can be personalized by document type and task, allowing the workflow to reflect the organization's actual procedures.

Add intelligence where document workflows need it

Beyond classification and routing, Smart PEC AI provides a set of operational capabilities for document creation, response support, deadlines, permissions and auditability.

MULTI-PEC

Multiple addresses

Manage different PEC addresses for different departments through differentiated roles and permissions.

DOCUMENT AI

Rules + NLP

Automatically compile documents using defined rules and/or Natural Language Processing.

KNOWLEDGE

Response support

Suggest are response or next task using an implementable knowledge base.

PRIORITIES

Deadlines

Set task deadlines, notify assignees and trigger automatic operations when deadlines expire.

TRACEABILITY

Activity logs

Maintain logs of operations and user histories to support visibility over how communications were handled.

BUSINESS VALUE

Reduce workload, delays and document-management friction

Logogramma identifies lower operator workload, optimized document workflows, reduced risks from long handling times and indirect improvements to connected operational processes as key benefits.

From Open Innovation PoC to corporate solution

Smart PEC AI grew from a Proof of Concept with Toyota Motor Italia within the ELIS Innovation Hub Open Italy programme.

The customized Smart PEC Flow solution is now described by Logogramma as adopted by the corporate.

NLP

Recognize intent

Smart PEC Flow uses AI and Natural Language Processing to identify the communicative intent contained in incoming requests.

EXTRACTION

Find key objects.

Relevant objects are extracted from messages so incoming communications can be routed according to their content.

ROUTING

Reach the right team

The interpreted request is automatically directed to the appropriate department, reducing repetitive manual sorting.

OPEN ITALY IMPACT AWARD 2023

Logogramma reports that Smart PEC Flow was one of 30 projects receiving the Open Italy Impact Award in the 2023 edition of the ELIS Innovation Hub programme.

Explore Logogramma

Discover SmartPecAI and Logogramma's conversational AI solutions.



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