

Customer Inquiry Management

Power your customer service inbox with agentic AI

Esker Customer Inquiry Management brings agentic AI to the shared inbox, helping B2B Customer Service teams deliver fast, accurate and context-aware responses to customer requests. By combining generative AI with real-time access to enterprise data and knowledge bases, the solution classifies routes inquiries, investigates issues and drafts context-aware responses that help CSRs deliver faster, more consistent and more meaningful customer interactions.

Why automate why Esker?



Answer requests faster with Esker Synergy AI Agent that automatically retrieves relevant information and suggests accurate, context-aware responses.



Gain full visibility into customer inquiries by type, date or customer. Monitor response times, track sentiment trends and uncover opportunities to improve service quality and customer satisfaction.



Help Customer Service teams work more efficiently by reducing time spent searching for information and enabling greater focus on high-value customer interactions.



Improve customer experience by ensuring every inquiry is answered quickly, accurately and with the appropriate level of care.

How it works

Businesses can manage their customer inquiries and streamline all essential phases of their process through one collaborative interface powered by agentic AI.

1. Inquiry reception

All customer requests sent by email to Customer Service are directly received by Esker's solution and displayed on the user-friendly interface.

2. Inquiry classification

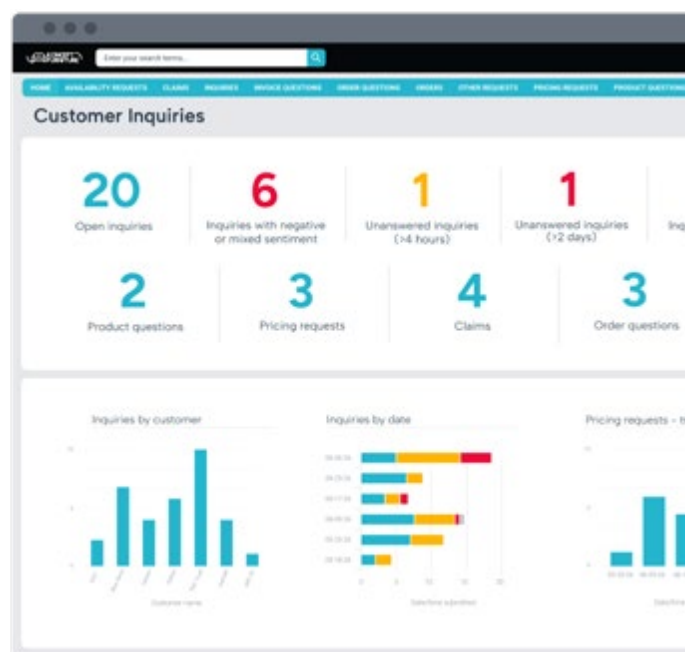
Synergy AI automatically classifies incoming emails by inquiry type — such as product questions, pricing and availability requests, orders, order questions or claims — and analyzes customer sentiment to identify sensitive interactions, helping CSRs prioritize inquiries and respond with the right level of care.

3. Inquiry research

Key information is extracted from incoming emails, while relevant data is retrieved from connected business systems and knowledge bases, or enriched through collaboration with colleagues and third-party partners, to ensure accurate, complete and timely responses.

4. Inquiry response

The agent suggests a contextual response using retrieved data, enabling CSRs to quickly review and answer customers.



Solution features

Backed by 40 years of field experience and continuous product innovation, Esker Customer Inquiry Management helps Customer Service teams work faster, smarter and with greater visibility. Here are some of the features that stand out the most:



AI-driven classification

Embedded in the solution, Esker Synergy AI uses Natural Language Processing (NLP) algorithms to analyse the content of the incoming emails, automatically classify them into categories — product question, pricing, availability or status request, order, claim, etc.— and identify requests with negative sentiments that need to be addressed in priority.



Dashboards & analytics

Esker's solution is equipped with intelligent dashboards displaying real-time KPIs that allow users to visualize to-do lists organized by category and priority, track compliance with response time SLAs, evaluate Customer Service performance levels, monitor customer sentiment trends and identify areas for improvement.



Automated answers

The agent helps CSRs resolve customer inquiries faster and more efficiently. By analyzing each inquiry, extracting key information and retrieving trusted data from connected systems and knowledge bases, the agent uses Retrieval-Augmented Generation (RAG) to draft accurate, context-aware responses. Before a response is sent, CSRs can review, verify and personalize the suggested content, ensuring every customer interaction remains accurate, consistent and human-supervised.



Collaboration & communication

Thanks to a communication platform featuring chat tools and tracked email conversations, CSRs can easily collaborate in real time with the agent, co-workers and third-party partners (carriers, distributors, etc.) to gather all necessary information to provide a relevant answer to any customer request.



System integration

Esker's solution integrates with ERPs, CRMs, transport management, warehousing and product information systems thanks to its Connectivity Suite that provides multiple integration options using pre-built connectors, APIs or managed file exchanges. The system integration capabilities allow CSRs to quickly and accurately answer any product, quote, availability or delivery status request.



AI customer agent & self-service

Esker Customer Inquiry Management empowers customers with self-service access to information through an AI customer agent. Available 24/7 through natural language chat and voice interactions, it provides instant answers to common questions about products, orders and shipment status — reducing wait times and customer frustration while freeing CSRs from repetitive inquiries.

Want to automate additional customer service tasks?

Managing inquiries is just one part of customer service: CSRs also manage the flow of incoming customer orders that need to be entered into the ERP system, as well as investigate and resolve trade and non-trade customer claims. Esker Order Management uses AI and RPA technologies to automate the most repetitive, low-value tasks of order entry on the same secure, cloud-based platform. Esker Claims & Deductions helps resolve customer disputes quicker and keep short payments under control with AI data capture and electronic workflow capabilities.