

Communication Intelligence Platform

Unlock business insights hidden in communication archives with AI-powered process mining



Unlock the Untapped Value in Your Communication Data

Organizations collect vast amounts of communication data including emails, chat primarily for compliance and discovery purposes, leaving significant business intelligence untapped. Without unified access, teams miss opportunities to uncover process inefficiencies and workflow insights.

Transform archived communications into actionable insights that enhance business processes and enable AI-powered workflow optimization.

Caylent's AI-powered Process Mining solution combines archive capabilities with AWS analytics to extract actionable insights from communication data across platforms. By integrating compliance archives with AI-driven workflow mapping and intelligent agents, businesses can gain visibility into real processes and hidden inefficiencies, turning compliance data into a source of operational intelligence.

Where We Can Help



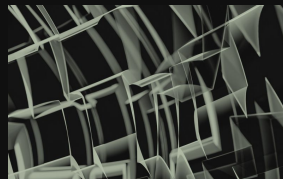
Process Discovery

Automatically identify workflows & communication patterns to uncover process inefficiencies.



Workflow Mapping

Create visual maps of communication interactions and business workflows for process optimization.



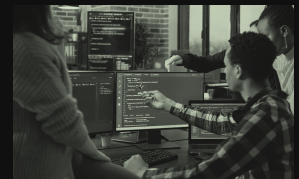
AI Agent Integration

Deploy agents to automate routine tasks identified in communication workflows, reducing manual effort.



Data Unification

Integrate communication data across channels with consistent identity management



Compliance Preservation

Maintain regulatory compliance while extracting business value from archived communications data.

Our Approach

01

Discover & Define

Analyze communication archives to identify automation and process optimization opportunities.

02

Plan & Design

Map workflows and variants, analyze effort, and design AI agent integration points to optimize identified processes.

03

Build & Validate

Develop process mining models and AI agent integrations with a robust API framework.

04

Launch & Deploy

Implement solutions that enhance productivity and ensure compliance.

05

Manage & Extend

Continuously monitor and refine AI models to expand automation and insights.

Deliverables

Unified Data Platform

Centralize communications data (email, Teams, Slack) in a searchable, secure platform.

Historical Context

Preserves identity information and point-in-time context, even for users who no longer work at the company.

Robust API Access

Third-generation API framework enables secure, read-only integration with analytics and AI tools.

Process Mining

Extract workflows from communication data to uncover inefficiencies and optimization opportunities.

AI Agent Integration

Introduce AI agents into real processes to automate repetitive tasks and improve productivity.

Industry Use Case

Unstructured Data

Process Mining

AI Agents

\$ Financial Services Organizations

Challenge

Financial institutions struggle with the growing volume of archived communications required for compliance. Limited visibility into this data makes it difficult to identify workflow inefficiencies or emerging business risks.

Solution

Our solution leverages a comprehensive communication archive platform with robust APIs to consolidate all communication data in one place, preserving critical context and identity information even after employees leave.

Discover hidden inefficiencies, optimize workflows, and deploy AI agents that automate key steps—transforming your communication archives from a compliance requirement into a strategic business asset.

Let's Get Started

Whether you're just starting your process optimization journey or looking to enhance existing workflows, we can help at any stage.

Begin with our Process Discovery Workshop where we'll identify high-impact opportunities using your communication archives as the foundation for understanding how work actually happens in your organization.

Scan the QR code
or [click here](#) to talk
with our specialists

