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## Common Departments in a Company

1. **Human Resources (HR)**
  2. **Finance & Accounting**
  3. **Legal**
  4. **Sales**
  5. **Marketing**
  6. **IT (Information Technology)**
  7. **Operations**
  8. **Customer Support**
  9. **Procurement / Purchase**
  10. **Product / R&D**
  11. **Administration**
  12. **Executive / Management**
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## Types of Documents & Department-wise Classification with Keywords

### 1. Human Resources (HR)

- **Document Types:** Resumes, Offer Letters, Appointment Letters, Performance Reviews, Leave Applications, Training Materials
- **Keywords:** "employee ID", "hiring", "appraisal", "benefits", "recruitment", "onboarding", "resignation", "PTO", "attendance", "HR policy"

### 2. Finance & Accounting

- **Document Types:** Invoices, Receipts, Balance Sheets, Profit & Loss Statements, Tax Filings, Salary Slips, Audit Reports
- **Keywords:** "invoice", "payment", "accounts payable", "ledger", "tax", "balance sheet", "fiscal", "payroll", "expenses", "revenue", "debit", "credit"

### 3. Legal

- **Document Types:** Contracts, NDAs, MOUs, Compliance Reports, Policies, Lawsuits, Legal Notices
- **Keywords:** "non-disclosure", "contract", "agreement", "terms", "regulation", "compliance", "clause", "legal", "dispute", "jurisdiction", "breach"

### 4. Sales

- **Document Types:** Sales Reports, Proposals, Quotations, Purchase Orders, CRM Records

- **Keywords:** "sales target", "lead", "quotation", "conversion", "pipeline", "customer", "deal", "revenue", "proposal", "client"

## 5. Marketing

- **Document Types:** Campaign Plans, Social Media Reports, SEO Analysis, Branding Guides, Event Planning Docs
- **Keywords:** "campaign", "branding", "SEO", "email blast", "content", "engagement", "target audience", "lead generation", "ad spend"

## 6. IT (Information Technology)

- **Document Types:** Incident Reports, IT Policies, User Guides, System Logs, Network Diagrams, SLA Reports
- **Keywords:** "server", "network", "incident", "troubleshooting", "firewall", "access control", "login", "cybersecurity", "SLA", "IT support"

## 7. Operations

- **Document Types:** Process Manuals, Daily Logs, Maintenance Reports, SOPs, Supply Chain Docs
- **Keywords:** "logistics", "supply", "workflow", "daily operations", "SOP", "inventory", "maintenance", "efficiency"

## 8. Customer Support

- **Document Types:** Support Tickets, Chat Logs, Feedback Reports, Service Reports
- **Keywords:** "ticket", "customer issue", "response time", "escalation", "helpdesk", "satisfaction", "support team", "client query"

## 9. Procurement / Purchase

- **Document Types:** Purchase Orders, Vendor Agreements, RFQs, Bills, Delivery Notes
- **Keywords:** "purchase order", "vendor", "quotation", "invoice", "RFQ", "delivery", "procure", "supplier", "inventory"

## 10. Product / R&D

- **Document Types:** Product Specs, Design Docs, Testing Reports, Bug Reports, Research Papers
- **Keywords:** "feature", "testing", "prototype", "bug", "release", "version", "specification", "roadmap", "R&D"

## 11. Administration

- **Document Types:** Facility Requests, Asset Allocation, General Notices, Office Supplies Requisitions
- **Keywords:** "facility", "stationery", "asset", "building maintenance", "admin", "general request", "supplies"

## 12. Executive / Management

- **Document Types:** Strategy Documents, Board Meeting Notes, Annual Reports, Vision Statements
  - **Keywords:** "strategy", "KPI", "vision", "mission", "goals", "board", "agenda", "quarterly review", "annual report"
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### How to Use This in Your App

You can use a **rule-based classifier** with keyword detection as a baseline, then enhance it with **ML/NLP models** like:

- **TF-IDF + Logistic Regression / SVM**
  - **BERT-based classifier (fine-tuned for your document corpus)**
  - Use Spacy or Transformers for NER and similarity-based classification
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### High Priority Keywords (Time-sensitive, urgent, requires immediate action)

Category	Example Keywords / Phrases
<b>Deadlines</b>	by EOD, by end of day, by today, asap, urgent, immediate, within 24 hours, deadline today, due today, respond by, reply immediately
<b>Action Requests</b>	action required, requires immediate attention, please review urgently, high priority, critical issue, resolve now
<b>Escalations / Issues</b>	escalated, service disruption, breach, incident, system down, customer complaint, payment failed
<b>Meetings / Events</b>	today's meeting, final review, must attend, confirmation needed

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### Medium Priority Keywords (Important but not urgent — typically this week or within a few days)

Category	Example Keywords / Phrases
<b>Follow-ups</b>	reminder, follow up, this week, pending, awaiting response, check status, update needed
<b>Upcoming Deadlines</b>	by tomorrow, due in 2 days, schedule by, before Friday, complete by, ETA
<b>Meetings</b>	scheduled for, calendar invite, tentative, planned discussion, agenda
<b>Tasks</b>	work in progress, assigned, need update, submit by, to be reviewed

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## ● Low Priority Keywords (Informational, long-term, or low urgency)

Category	Example Keywords / Phrases
<b>FYI / Reference</b>	for your information, no action needed, for record, just sharing, reference document, read only, optional
<b>Long-Term</b>	next quarter, next month, future release, roadmap, tentative plan, long-term goal, backlog item
<b>General Updates</b>	weekly summary, monthly report, feedback, draft version, notes, not urgent

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## 📖 How to Use in Your Classifier

- Build a **regex or keyword matching** system to assign priority\_level: high | medium | low.
  - Combine this with NLP models or TF-IDF ranking for more dynamic results.
  - You can even train a **multi-label classifier** to predict both department and priority.
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