

# Technical Specifications Report: Phase 1

## Email Integration within the Communication Hub

Project Team

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## 1 Introduction

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This document outlines the functional specifications for **Phase 1** of the project. The primary objective is the mandatory integration of emails within the application for all user levels, the implementation of AI-driven automation, and the management of strict data visibility and escalation rules.

## 2 User Hierarchy

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The application architecture is based on three distinct access levels. Email integration is **mandatory** for each of these roles.

- **Level 1: Upper Admin (CEO)**
  - The supreme authority level.
  - This role is **unique** (only one Upper Admin permitted per system).
- **Level 2: Admin**
  - Positioned hierarchically below the Upper Admin.
  - Responsible for managing employees.
- **Level 3: Employee**
  - The lowest operational level.
  - Reports directly to an Admin.

## 3 Data Visibility Rules

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The system enforces strict data partitioning to ensure confidentiality and information relevance. A user can only view data that directly concerns them or requires their immediate intervention.

Role	Visibility Scope
<b>Employee</b>	<b>Restricted Access</b> Employees can <b>only view their own emails</b> . They have no visibility over emails belonging to peers or superiors.
<b>Admin</b>	<b>Mixed Access</b> 1. Views their own emails. 2. Views their <i>Employees'</i> emails <b>only if they are escalated</b> (High/Critical category left unanswered after 24h).
<b>Upper Admin</b>	<b>Mixed Access</b> 1. Views their own emails. 2. Views the <i>Admins'</i> emails <b>only if they are escalated</b> (High/Critical category left unanswered after 24h).

## 4 Response Management & AI

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Incoming emails are automatically categorized. The response mode depends on the criticality level.

- **Low & Medium Categories: Automated Response (AI).** The AI analyzes the content and responds automatically based on specific requirements and contextual elements. No initial human intervention is required.
- **High & Critical Categories: Manual Response.** The AI does not respond. The assigned user must respond personally. The 24-hour SLA applies specifically to these categories.

## 5 Escalation Workflow (24h SLA)

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A monitoring mechanism tracks *High* and *Critical* emails to ensure timely resolution.

1. **Employee → Admin Escalation:** If an Employee's High/Critical email remains unanswered for **24 hours**, it is escalated to the responsible Admin (who then gains visibility and response rights).
2. **Admin → Upper Admin Escalation:** If an Admin's High/Critical email remains unanswered for **24 hours**, it is escalated to the Upper Admin.
3. **Upper Admin Case:** The Upper Admin must handle their own urgent emails as well as escalations from Admins. There is no higher level for further escalation.

## 6 Project Status (Completion of Phase 1)

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The table below summarizes the current progress and the work required to finalize Phase 1.

<b>Module / Page</b>	<b>Status</b>	<b>Required Action</b>
Upper Admin Page	<b>Completed</b>	None (Existing functionality).
Admin Page	<b>Incomplete</b>	Development required (Email integration + Employee escalation view).
Employee Page	<b>Incomplete</b>	Development required (Basic email integration).

*End of Specification Report - Phase 1.*