



TASHI TECHNOLOGIES

WORK THAT WORKS

Learn to Earn Assessment (3)

Task 1 – Moderate Workflow:

Design a workflow that uses Airtable, two AI agents, and email to generate and send product descriptions.

- Read data from an Airtable table containing product names, features, and a “Status” column.
- Use a loop to process only products where “Status” is “Draft”.
- AI Agent 1: Generate a detailed product description from the given features.
- AI Agent 2: Create a short, catchy marketing tagline for the same product.
- Send an email to the marketing team containing both the description and tagline.
- Update the “Status” column in Airtable to “Completed” after sending the email.

Task 2 – Complex Workflow:

Design a workflow that uses Airtable, two AI agents, and email to automate customer complaint resolution.

- Read data from an Airtable table containing customer complaint details, priority levels, and an “Action Taken” column.
- Use a loop to process only high-priority complaints where “Action Taken” is empty.
- AI Agent 1: Analyze the complaint text and summarize the core issue in bullet points.
- AI Agent 2: Draft a personalized apology and proposed resolution email for the customer based on the summary.
- Send the resolution email to the customer.
- Update “Action Taken” in Airtable with the summary, date sent, and resolution notes.
- Send a daily summary email to the support manager listing all resolved complaints for that day.

