Learn to Earn Assessment (2)

Task 1 – Basic Workflow: (40 Marks)

Design a workflow that uses Google Sheets and an AI agent to automate a simple task.

- Read data from a Google Sheet (e.g., a list of customer questions).
- Use a loop to process only those questions without answers (e.g., "Answer" column is blank).
- The AI agent should generate a short, polite reply for each unanswered question.
- Write the AI-generated answer back to the Google Sheet in the corresponding row.

Task 2 – Intermediate Workflow: (60 Marks)

Design a workflow that uses Google Sheets, an AI agent, and email integration to handle customer support follow-ups.

- Read data from a Google Sheet containing customer emails, their questions, and a "Status" column.
- Use a loop to process only those rows where "Status" is "Pending".
- The AI agent should create a short, polite reply to the customer's question.
- Send the reply via email to the customer using an email integration (e.g., Gmail API).
- Update the "Status" column in the Google Sheet to "Sent" after the email is successfully delivered.