Test Case:User Requesting Both Money Transfer, Password reset and Promo Code Status

If a user's request falls into both the MONEYTRANSFER and PROMOCODE categories, the function would prioritize the classification with a higher score. This deals with half the problem because the user asked for both MONEYTRANSFER and PROMOCODE.

Potential Solutions

- Multiple email responses
  Have a threshold that will determine whether the requests falls under two or more categories, if the threshold is met then the function will send two emails addressing both categories that the user requested.

- Combined email template
  Create a more complex email template that can handle both types of information, potentially using conditional logic to display relevant content.