

Challenge 2

# MISSPRINTS

Email Automation

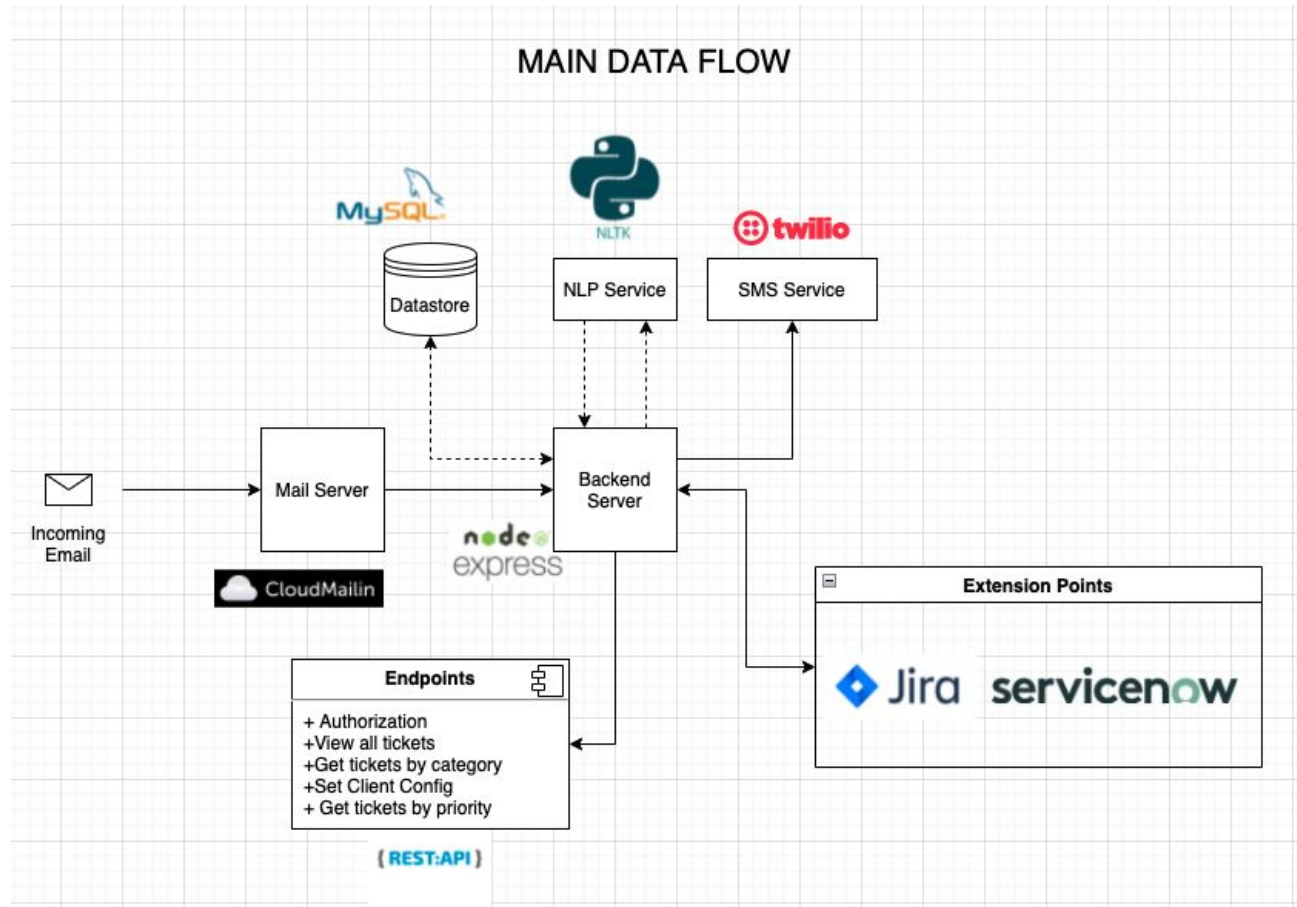


## PROBLEM DEFINITION

Hard to maintain the SLA when the support team gets too many emails having to attend to them manually.

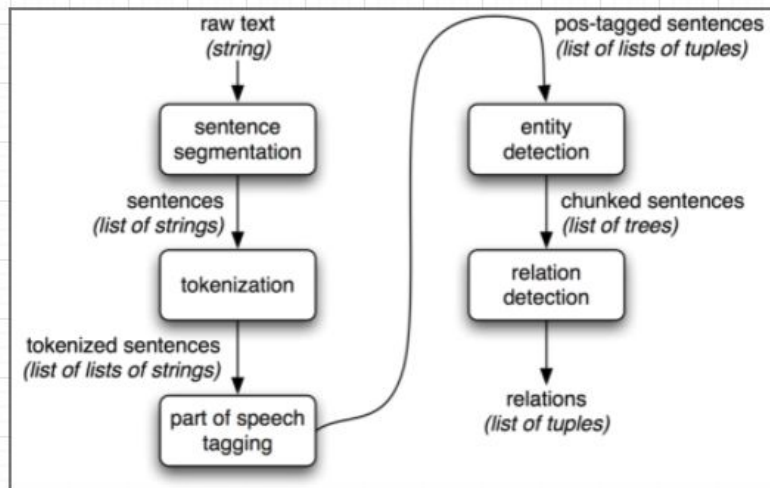


# SOLUTIONS ARCHITECTURE

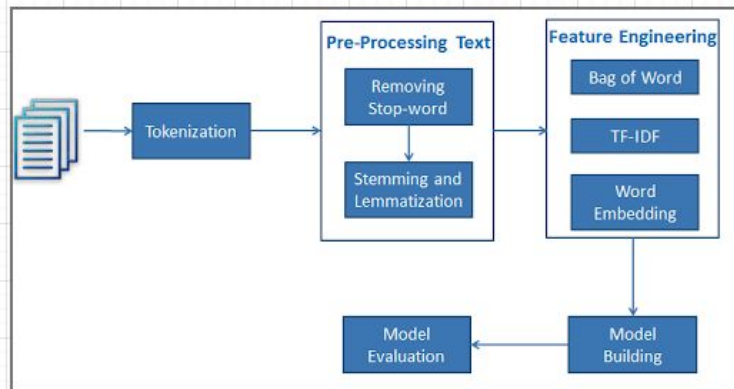


# NATURAL LANGUAGE PROCESSING

NLTK pipeline for  
Information Extraction



NLTK pipeline for Text  
Classification



# NATURAL LANGUAGE PROCESSING

localhost:5000/classify

POST



localhost:5000/classify

Params

Authorization

Headers (8)

Body

Pre-request S

Query Params

	KEY	VALUE
<input type="checkbox"/>	content	pleas
	Key	Value

Body

Cookies

Headers (5)

Test Results

Pretty

Raw

Preview

Visualize

JSON



```
1 {
2   "high": 0.16476327398211213,
3   "issue": 0.8678758358434401,
4   "low": 0.6389490176068536,
5   "medium": 0.18045845550746073,
6   "request": 0.11250602961624802
7 }
```

## Email Forward (SMTP) - dc38afceaa64ec80ead9



Show 1 Day ▾

1

Successful Today

2

Delayed Today

2

Rejected Today







5

Total Today

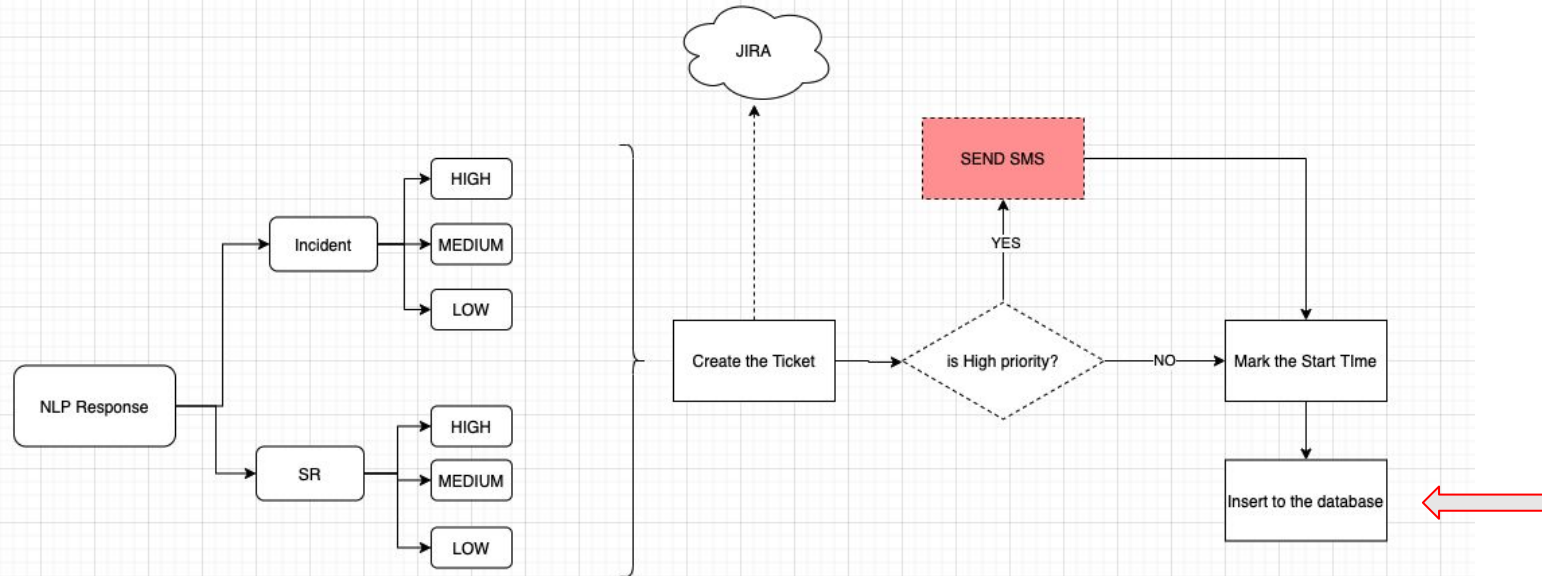
Receiving Email At: dc38afceaa64ec80ead9@cloudmailin.net   
Forwarding to: http://34.152.15.28:3000/incoming\_mails via HTTP POST  
Format: JSON - Normalized (recommended) (documentation)

[Back to List](#)[Edit Target](#)

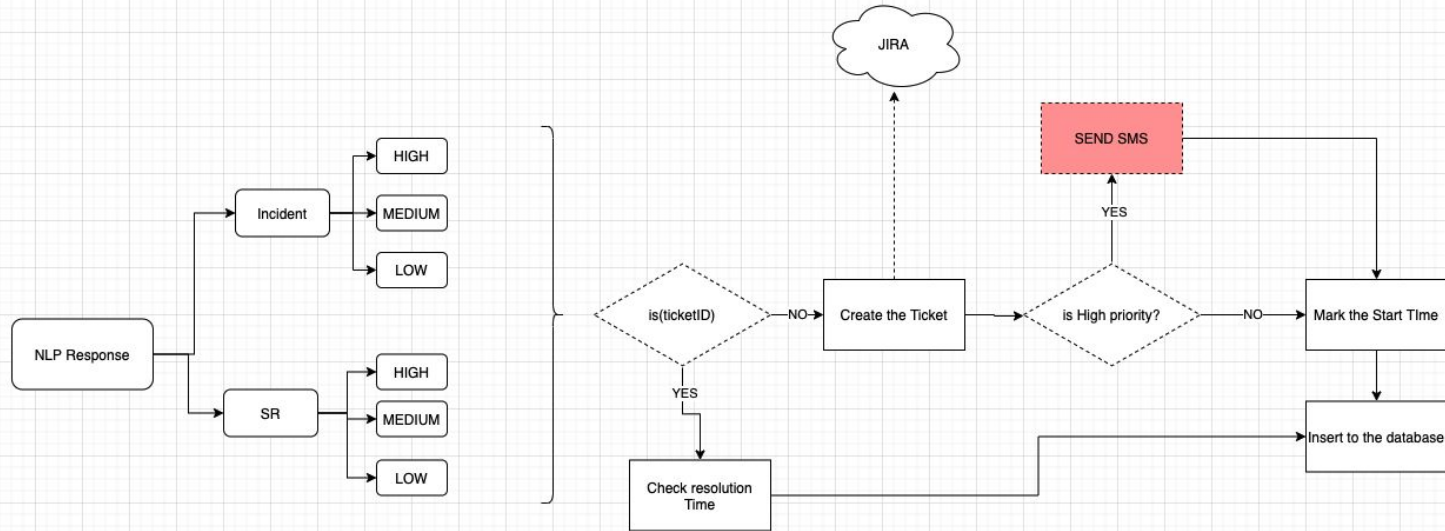
New statuses are available click here to update

Status	ID	To	From	Subject	Date	Details
 Timeout	61a0bab0.1c69fb81.1bc14.d...	dc38afceaa64ec80ead9@clo...	 watsonoliver85@gmail.com	DB server not responding to ...	about an hour ago	<a href="#">Details</a>
 Timeout	61a0b915.1c69fb81.24b15.d...	dc38afceaa64ec80ead9@clo...	 senkuttuvanchera@gmail....	Sales report of last week	about an hour ago	<a href="#">Details</a>
 Timeout	61a0ba49.1c69fb81.2559b.3...	dc38afceaa64ec80ead9@clo...	 watsonoliver85@gmail.com	Out of office	about an hour ago	<a href="#">Details</a>
 Timeout	61a0b8ae.1c69fb81.d7d6f.a4...	dc38afceaa64ec80ead9@clo...	 maaravarmank@gmail.com	Invoice missing for 3 customers	about an hour ago	<a href="#">Details</a>

# TICKETING PROCESSING



# TICKETING PROCESSING





# TICKETING PROCESSING



Jira Software

Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

People ▾

Apps ▾

Create



SREHack

Software project



Roadmap



Board



Code



Project pages



Add shortcut



Project settings

Projects / SREHack

## SREH board



Label ▾

GROUP BY None ▾

TO DO 3 ISSUES

IN PROGRESS

DONE ✓



DB server not responding to  
sql developer

incident HIGH

✓ SREH-1

Laptop to be allocated for new  
member

Service-Request MEDIUM

✓ SREH-2

App server not responding to  
ssh

HIGH incident

✓ SREH-3


+ Create issue

# TICKETING PROCESSING


Jira Software


Your work


Projects


 SREHack


Software project


 Roadmap

 Board

 Code

 Project pages

 Add shortcut

 Project settings

Projects / SREHack

SREHack

Attach

Add a child issue

Link issue

Description

Unsaved changes

Hi Team

I have difficulty to login to app server **PHP** via SSH.  
Appriciate if you can attend to the issue at your earliest convenion.

Thank you

O.Watson

Activity

Show: All Comments History

Newest first

MK

Add a comment...

Pro tip: press **M** to comment

MK

Mr. Suvin Nimnaka Kodituwakku

20 seconds ago

Watson Oliver

Yes, it is working.

Thanks for your help

Edit · Delete ·

TO DO 2 ISSUES

DB server r  
sql develop  
incident

☒ SREH-1

Laptop to b  
member

Service-R

☒ SREH-2

+ Create i

1

To Do

Pinned fields

Click on the next to a field label to s

Details

Assignee Unassign

Labels incident HI

Reporter Mr. Suvin  
Kodituwakku




Created 1 minute ago

Updated 1 minute ago

# TICKETING PROCESSING

 Add epic /  SREH-3

## App server not responding to ssh

 Attach  Add a child issue  Link issue 

### Description • Unsaved changes

Hi Team

I have difficulty to login to app server **PHP** via SSH.  
Appriciate if you can attend to the issue at your earliest convenion.

Thank you  
O.Watson

### Activity

Show: **All** **Comments** History

Newest first 



Add a comment...

Pro tip: press **M** to comment



Mr. Suvin Nimnaka Kodituwakku 20 seconds ago

Watson Oliver

Yes, it is working.

Thanks for your help

Edit · Delete · 



Mr. Suvin Nimnaka Kodituwakku 58 seconds ago

sugunan kumaraguru

We fix the issue. Could you please check and confirm.

Edit · Delete · 



To Do 

### Pinned fields

Click on the  next to a field label to start pinning.

### Details

Assignee  Unassigned

Labels **incident** **HIGH**

Reporter  Mr. Suvin Nimnaka  
Kodituwakku

Created 1 minute ago

Updated 1 minute ago

 Configure



**LETS HAVE A LOOK AT THE  
COMPONENTS**

# THANK YOU

Any Questions?

