

Inbox Management Agent — Beginner's Step-by-Step Guide

This guide is intended for beginners to help them understand and set up an **Inbox Management Agent** using **n8n**. The agent classifies incoming emails and automates responses, summaries, and notifications through Gmail, AI prompts, and Telegram.

1) Project Overview

- **Purpose:** Automatically categorize emails, summarize content, draft replies, and notify users via Telegram.
 - **Main Tools:** n8n (workflow automation), Gmail, Telegram, Google Gemini AI agents.
 - **Outcome:** High-priority emails get immediate attention, customer support emails are replied to, promotional emails are summarized, and finance/billing emails are forwarded with notifications.
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2) System Requirements

- **n8n** (latest stable version)
 - **Node.js** 18+
 - **Gmail account** with API access
 - **Telegram Bot API token**
 - **OpenAI GPT-4o API key**
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3) Step-by-Step Setup

Step 1: Gmail Trigger

- **Purpose:** Detect all incoming emails.
- **Configuration:**
 - Connect your Gmail account.
 - Set trigger to listen for all messages.

Step 2: Text Classifier Node

- **Purpose:** Categorize emails into four types.
- **Input:** Email content from Step 1.
- **Output Categories:**
 1. High Priority
 2. Customer Support
 3. Promotions

Step 3: High Priority Workflow (Output 1)

1. Step 3.1 — Gmail Node: Add Label

- Label emails as "High Priority".

2. Step 3.2 — AI Agent Node: Creating Draft

Prompt:

You are an executive assistant. Respond to incoming high priority emails accurately.

Email: {{ \$('Gmail Trigger').item.json.text }}

Output:

- Subject
- Message
- From (extract who signed off the email)
- Telegram text: HIGH PRIORITY EMAIL from {{ \$('Creating Draft').item.json.output.From }}. Draft created with subject {{ \$('Creating Draft').item.json.output.subject }}

3. Step 3.3 — Gmail Node: Create Draft

- Uses AI-generated subject and message.

4. Step 3.4 — Telegram Node: Notification

- Sends message: HIGH PRIORITY EMAIL from {{ From }}. Draft created with subject {{ Subject }}

Step 4: Customer Support Workflow (Output 2)

1. Step 4.1 — Gmail Node: Add Label

- Label emails as "Customer Support".

2. Step 4.2 — AI Agent Node: Creating Email

Prompt:

You are a customer service representative. Respond to incoming customer support emails accurately. If unable to handle, refer to customersupport@abccorp.com.

Email: {{ \$('Gmail Trigger').item.json.text }}

Sign off as: Codebasics Support Team

Output:

- Subject
- Message
- From
- Telegram text: Responded to customer support inquiry from {{ \$('Creating Email').item.json.output.From }}

3. Step 4.3 — Gmail Node: Auto Reply

- Sends AI-generated reply to customer.

4. Step 4.4 — Telegram Node: Confirmation

- Sends message: Responded to customer support inquiry from {{ From }}
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Step 5: Promotions Workflow (Output 3)

1. Step 5.1 — Gmail Node: Add Label

- Label emails as "Promotions".

2. Step 5.2 — AI Agent Node: Summary and Recommendation

Prompt:

You are in charge of promotions. Evaluate incoming promotional emails.

Email: {{ \$('Gmail Trigger').item.json.text }}

Output:

- Summary
 - Recommendation
 - From
 - Telegram text: Promotion from {{ \$('Creating Draft').item.json.output.From }} summarized.
- Recommendation: {{ \$('Creating Draft').item.json.output.Recommendation }}

3. Step 5.3 — Telegram Node

- Sends message: Promotion from {{ From }} summarized. Recommendation: {{ Recommendation }}

Step 6: Finance/Billing Workflow (Output 4)

1. Step 6.1 — Gmail Node: Add Label

- Label emails as "Finance/Billing".

2. Step 6.2 — AI Agent Node: Summary from Finance Dept.

Prompt:

You are a finance/billing assistant. Summarize incoming emails concisely.

Email: {{ \$('Gmail Trigger').item.json.text }}

Output:

- Subject
- Message
- From
- Telegram text: Finance/Billing inquiry from {{ \$('Summary from Finance Dept').item.json.output.From }}. Notified finance department.

3. Step 6.3 — Gmail Node: Forward Email

- Forwards email to finance department.

4. Step 6.4 — Telegram Node: Notification

- Sends message: Finance/Billing inquiry from {{ From }}. Notified finance department.
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4) Testing

- Send test emails in each category.
- Verify correct labels, AI drafts, auto replies, summaries, and Telegram notifications.

5) Tips for Beginners

- Always check AI prompts for correctness.
 - Test workflows one category at a time.
 - Use small batches of emails during testing.
 - Backup your n8n workflow regularly.
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