

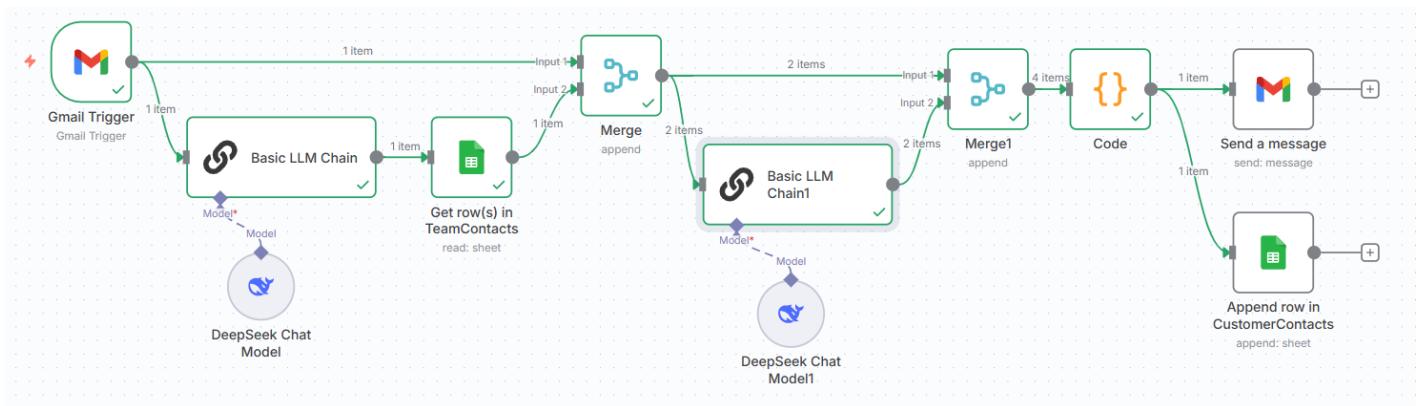
Introduction: Smart AI Email Assistant — Revolutionize Your Email Workflow

In today's fast-paced digital world, managing customer inquiries efficiently is more critical than ever. Yet, many companies still rely on manual processes to sort, categorize, and respond to emails, and all this leads to delays, errors, and missed opportunities.

Introducing the **Smart AI Email Assistant**, a powerful solution designed to automate and optimize your email handling workflow. By leveraging advanced AI, this assistant:

- **Automatically categorizes** incoming emails (e.g., Product, Billing, Complaint)
- **Routes emails to the right team** using intelligent lookup features
- **Drafts clear, context-aware responses** by extracting key details from customer messages
- **Maintains accurate records** in your tracking system automatically
- **Ensures timely and consistent replies**—enhancing customer satisfaction

Whether you're a small business or a large enterprise, the AI Email Assistant integrates seamlessly into existing tools (like Gmail, Microsoft Outlook, and spreadsheets) to save time, reduce human error, and let your team focus on what truly matters—building relationships and growing your business.



🧠 n8n Workflow Steps: Smart AI Email Assistant

1. 📧 Gmail Trigger

- **Node:** *Gmail Trigger*
- **Purpose:** Listens for new incoming emails.
- **How it works:** Whenever a new email arrives in the specified Gmail account, this node triggers the workflow.

2. 🤖 Basic LLM Chain (DeepSeek)

- **Node:** *Basic LLM Chain*
- **Model:** *DeepSeek Chat Model*
- **Purpose:** Categorize the email content using AI.
- **Prompt Example:**

Analyze the following email and categorize it as either:

- Product
- Billing
- Complaint

- **Output:** Adds a category field (e.g., "Billing") to the email data.

3. 📊 Get Row from TeamContacts

- **Node:** *Google Sheets*
- **Purpose:** Fetch the relevant team's contact info based on the category.
- **How:** Looks up the team email address (e.g., `billing@company.com`) from a spreadsheet where each category has a designated team.

4. Merge

- **Node:** Merge
- **Operation:** Append
- **Purpose:** Combines the email data + category + team contact into one object for downstream use.

5. Basic LLM Chain 1

- **Node:** Basic LLM Chain
- **Model:** DeepSeek
- **Purpose:** Draft a professional team alert email using the customer's original message.
- **Prompt Example:**

Compose a concise internal email to the team regarding this customer inquiry.

Include: key details from the customer's email and a clear subject line.

Customer email: {{ \$json.body }}

Category: {{ \$json.category }}

6. Merge 1

- **Node:** Merge
- **Operation:** Append
- **Purpose:** Merges the composed email content with the team's contact info.

7. Code Node (Optional Processing)

- **Node:** Code
- **Purpose:** Custom JavaScript logic (if needed), e.g.:
- Format dates
- Clean text
- Apply conditional logic

8. Send a Message

- **Node:** Email Send (Gmail / SMTP)
- **Purpose:** Send the AI-composed email to the relevant team.
- **To:** {{ \$json.teamEmail }}
- **Subject:** {{ \$json.subject }}
- **Body:** {{ \$json.composedBody }}

9. Append Row in CustomerContacts

- **Node:** Google Sheets
- **Purpose:** Log the interaction into a customer tracking sheet.
- **Fields logged:**
- Customer email
- Date
- Category
- Team notified

Summary of the Automated Flow:

- An email comes in.
- DeepSeek AI reads and categorizes it.
- The system looks up which team handles that category.
- DeepSeek drafts a summary email for the team.
- The email is sent to the team.
- All actions are logged for tracking.

Prototype Example:

The above 3 emails regarding Product, Complaint and Billing were received. They were then routed to the relevant person-in-charge based on the **TeamContacts** in Google Sheet. Additionally, the tracking of the customers' enquiries are updated in the **CustomerContacts** Google Sheet.

Product Enquiry

 tanthiamhuat@gmail.com
From: tanthiamhuat@gmail.com
To: tanthiamhuat@yahoo.com

Yahoo/Inbox

Wed, 10 Sept at 1:25 pm

I would like to find out more about your product XYZ. Can you please share additional information regarding features and pricing?

--
This email was sent automatically with n8n

Urgent: Product Complaint – Order # 1234

Billing Enquiry – Requires Review

Please reach out to us promptly regarding your product XYZ

--
This email was sent automatically with n8n

	A	B	C	D
1	DateTime	EmailID	Text	Category
2	2025-09-10 1:23:11 PM	TH <tanthiamhuat@gmail.com>	I would like to find out more about your product XYZ. Can you please share additional information regarding features and pricing?	Product Enquiry
3	2025-09-10 1:32:33 PM	TH <tanthiamhuat@gmail.com>	Please reach out to us promptly regarding your product XYZ	Urgent: Product Complaint – Order # 1234
4	2025-09-10 1:37:20 PM	TH <tanthiamhuat@gmail.com>	We would like to clarify the Billing for Order Number 1234	Billing Enquiry – Requires Review