Chatbot Email Assistant(Development)

Introduction

The Chatbot Email Assistant is a system designed to automate email processing and provide employee support within an organization. It utilizes the n8n workflow automation tool and various nodes to handle incoming emails and categorize them based on the department they should be routed to. This development page provides an overview of the system's workflow and the functionalities of each node involved.

Overview

The Chatbot Email Assistant automates email processing by categorizing incoming emails based on content and routing them to the appropriate department. It utilizes n8n workflow automation and CHATGPT API for decision-making. Each department has an assistant node that generates responses to emails, providing efficient employee support.

Nodes

The Chatbot Email Assistant workflow consists of the following nodes:

Node 1: INCOMING EMAILS

- This node listens to incoming emails using the IMAP protocol and connects to the Thunderbird email client. It captures the incoming emails and makes them available for further processing within the n8n workflow.

Node 2: DEPARTMENT SELECTOR

- After an email is received by the INCOMING EMAILS node, the DEPARTMENT SELECTOR node analyzes the email content to determine the department it should be sent to. This node leverages the CHATGPT API to make the decision. It prompts CHATGPT with the email content and expects a response containing the department name.

Prompt Details:

- Temperature: A temperature value of 0 is used to generate deterministic responses from the CHATGPT API, ensuring focused and consistent responses.

- Tokens: The token limit of 5 ensures that the generated response remains concise and within the expected length of a single word or a few short words.

Node 3: SWITCH

- The SWITCH node receives the department name determined by the DEPARTMENT SELECTOR node and routes the email to the corresponding department's assistant. The available departments are HR, Marketing, Sales, and Finance. Each department has its own assistant responsible for processing the emails.

Node 4: The Assistants

- These nodes process the emails received by the INCOMING EMAILS node and routed to the respective department assistants. Each assistant node utilizes the CHATGPT API to generate a response to the email. The prompt provided to CHATGPT includes three sections: Role Assignment, Data Reference, and Email Content. These sections guide CHATGPT on how to behave and provide the necessary information for formulating a proper response.

Node 5: ASSISTANT REPLIES

- The formulated response generated by the assistants is sent as a reply to the corresponding email received in the INCOMING EMAILS node. The email is sent using the appropriate SMTP settings to ensure the response reaches the original sender.

Getting Started

To set up the Chatbot Email Assistant system, follow these steps:

1. Install n8n by following the official installation guide available at n8n.io.
2. Set up the necessary credentials for the Thunderbird email client, IMAP server, and SMTP server.
3. Create a new n8n workflow.
4. Configure each node as described in the Nodes Overview section, ensuring proper connections between nodes.

5. Customize the prompt and data references in the assistant nodes according to your specific requirements.

6. Save and activate the workflow.

Additional Resources

- **N8N**

  - n8n Official Website: Visit the official website to find information about n8n's features, use cases, and download n8n.

  - n8n Documentation: Access the official documentation for detailed guides, tutorials, and reference materials on using n8n, configuring nodes, creating workflows, and more.

- **Thunderbird**

  - Thunderbird Website: Explore the official website of Thunderbird to download the Thunderbird email client and access additional resources.

- **Scaling Up for an Organization**

- The Chatbot Email Assistant system

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