## **Product architecture**



Customers emails support

Support ticket created in CRM

In the ticket, Category field is set to "Unknown" Ticket creation Al Classification Model triggers Al model classifies ticket

Category labels available:

- 1) Biology
- 2) Billing/Shipping
- 3) Website Issues
- 4) Others

Al Model classifies and updates the "category" tag

Ticket assigned to workflow of correct team based on "category" tag

Workflow available:

- 1) Biology
- 2) General