**Discord AI-powered bot.txt**

What does this do?

* **Starts with a Discord/Service Desk Interaction:**  
  The workflow is designed for a Discord AI bot that processes user feedback submitted via a webhook.
* **Processes User Feedback:**  
  When triggered (via a webhook or manually), the bot takes a user’s feedback text and sends it to OpenAI’s GPT-4. The AI is instructed (via a system prompt) to analyze and categorize the feedback into one of three categories:
  1. **success-story:** For positive feedback or success stories, routed to the customer success department.
  2. **urgent-issue:** For extreme dissatisfaction or urgent problems, escalated to the IT team.
  3. **ticket:** For all other cases, handled by the customer support team.
* **Parses the AI Response:**  
  The output from GPT-4 is parsed as JSON (ensuring it adheres strictly to the required structure with fields for category, feedback, and an instruction message).
* **Routes the Message:**  
  A switch node then routes the parsed response to the appropriate Discord channel:
  1. **User Success Dept:** For success stories.
  2. **IT Dept:** For urgent issues.
  3. **Helpdesk:** For regular tickets.
  4. If none match, it does nothing.