**Monthly Spotify Track Archiving and Playlist**

Classification

**Workflow: Contact Form Text Classifier for eCommerce**

**Purpose:**  
This workflow automates the process of handling incoming contact form submissions on an eCommerce website. When a visitor submits the contact form, the workflow classifies their message into predefined categories, such as "Request Quote," "Product info," "General problem," or "Order." Based on the classified category, the workflow sends the appropriate email response to the designated department.

**Key Components**

1. Form Submission Trigger

* **Node:** *On form submission*
  + **Type:** Form Trigger
  + **Description:**  
    This node initiates the workflow when a visitor submits the contact form. It captures key fields such as Name, Email, and Message.
  + **Configuration:**
    - **Form Title:** Contacts
    - **Form Fields:**
      * Name (required)
      * Email (required)
      * Message (textarea, required)
    - **Response Mode:** Returns the output from the last node.

2. Text Classification

* **Node:** *Text Classifier*
  + **Type:** Text Classifier (Langchain node)
  + **Description:**  
    This node takes the user’s message and classifies it into one of the predefined categories: "Request Quote," "Product info," "General problem," or "Order." It uses an AI model to perform the classification.
  + **Configuration:**
    - **Input Text:** The content of the "Message" field from the form.
    - **Categories:**  
      The node is configured with the following categories:
      * Request Quote: Request for quote
      * Product info: General information about a product
      * General problem: General problems about a product
      * Order: Information about an order placed
    - **Fallback:** If the classifier cannot determine the category, it defaults to "other."

3. AI Processing

* **Node:** *OpenAI*
  + **Type:** OpenAI Chat Model
  + **Description:**  
    This node further processes the classified text using OpenAI's GPT model (gpt-4o-mini) to refine the response. It prepares the final content that will be used in the email.
  + **Configuration:**
    - **Model:** gpt-4o-mini (selected from the list)
    - **Input:** Uses the output from the text classifier for further processing.

4. Email Responses

The workflow sends different email responses based on the classified category:

* **Node:** *Prod. Dep.*
  + **Type:** Email Send (for product information)
  + **Configuration:**  
    Sends an email to the appropriate department with the subject "[n8n Contacts] Product info" and includes the sender’s name, email, message, and product type.
* **Node:** *Quote Dep.*
  + **Type:** Email Send (for quotes)
  + **Configuration:**  
    Sends an email with the subject "[n8n Contacts] Quote" when the classification result indicates a quote request.
* **Node:** *Gen. Dep.*
  + **Type:** Email Send (for general inquiries)
  + **Configuration:**  
    Sends an email with the subject "[n8n Contacts] General" for general problem inquiries.
* **Node:** *Order Dep.*
  + **Type:** Email Send (for orders)
  + **Configuration:**  
    Sends an email with the subject "[n8n Contacts] Order info" for order-related inquiries.
* **Node:** *Other Dep.*
  + **Type:** Email Send (for uncategorized or other messages)
  + **Configuration:**  
    Sends an email with the subject "[n8n Contacts] Other" if the message does not fit into the primary categories.

5. Data Logging to Google Sheets

The workflow logs incoming form submissions and classified results into Google Sheets for record-keeping and further analysis. The following nodes handle this:

* **Node:** *Quote DB*
* **Node:** *Prod DB*
* **Node:** *General DB*
* **Node:** *Order DB*
* **Node:** *Other DB*

**Configuration:**

* + Each node writes specific fields (e.g., Name, Email, Message, Category) to a designated Google Sheet.
  + The output is appended to the Google Sheet "Classified Contact Form".

6. Data Flow

1. **Form Submission:**
   * The process starts when a user submits the contact form.
   * The **On form submission** node captures the data.
2. **Text Classification:**
   * The message is passed to the **Text Classifier** node.
   * The classifier outputs one of the categories based on the message content.
3. **AI Refinement:**
   * The classified message is then processed by the **OpenAI** node for any additional transformation or refinement.
   * The refined output is used for composing the email content.
4. **Email Dispatch:**
   * Depending on the classified category, one of the Email Send nodes (Prod. Dep., Quote Dep., Gen. Dep., Order Dep., or Other Dep.) is triggered to send an email.
   * Each email is configured with dynamic content (using fields like Name, Email, and Message).
5. **Logging:**
   * The workflow logs the form submission details and the classification result to Google Sheets via the respective database nodes.
   * This ensures a historical record of all interactions for analysis or follow-up.