This is a **very good moment** in the product's evolution to do this. You're thinking about Drakko the right way now — not "email → task," but **email → intent → action model**.

Below is a **clear, concrete mental model** for **Core Communications**, followed by **realistic email examples** that should fall into this bucket.

Core Communications

Definition (Drakko-level):
Emails where the *primary intent is direct human-to-human communication* that expects a **response, acknowledgment, or conversational continuation**.

If you remove attachments, dates, or links, the email **still matters** because of the conversation itself.

How to recognize Core Communication (quick test)

An email is **Core Communication** if **any** of the following are true:

- Someone is **waiting for a reply**

- The email continues an **ongoing conversation**

- The email asks a **direct question**

- The email requires **acknowledgment or clarification**

- The email is **relationship-driven**, not process-driven

Core Communication Email Examples (by subtype)

1. Direct Reply / Conversation Continuation

These are the most obvious Core Communications.

Example

> Subject: Re: Pricing discussion
>
> Hey Omar,
> Thanks for the breakdown — I had one follow-up question about enterprise pricing.
>
> Let me know when you get a chance.
>
> — Sarah

Why it's Core Communication

- It is explicitly a conversation

- Someone expects a response

- No "task" exists without the reply

Typical Drakko actions

- Reply

- AI draft reply

- Mark as waiting

- Mark as closed

---

2. Questions Requiring Thoughtful Response

Not a yes/no — needs reasoning or explanation.

Example

> Subject: Thoughts on next quarter roadmap

Do you think it makes sense to delay feature X until Q2, or should we push it into the current sprint?

Why it's Core Communication

- The email itself *is the task*

- Requires judgment, not execution

- No external artifact required

---

3. Status Updates That Invite Response

Informational, but clearly open-ended.

Example

Subject: Update on API integration

Just wanted to let you know we've completed the initial integration.

Let me know if you'd like a walkthrough or want changes before we move forward.

Why it's Core Communication

- Not purely FYI

- Invites next-step communication

- Action is conversational, not procedural

---

4. Clarification Requests

Someone doesn't understand something and needs help.

Example

Subject: Quick clarification

When you mentioned "soft launch," did you mean internal users only or public beta?

Why it's Core Communication

- Requires explanation

- Blocks progress until answered

- Perfect "waiting / reply / close" lifecycle

---

5. Relationship-Oriented Messages

Human relationship matters more than task output.

Examples

- Investor check-ins

- Founder conversations

- Client relationship emails

- Partnership discussions

Example

Subject: Checking in

Hey Omar —
 Just wanted to see how things are going on your end. Excited about what you're building.

— Alex

Why it's Core Communication

- No explicit task, but ignoring it has consequences

- The response itself is the value

---

6. Decisions That Are Made *Through Conversation*

The decision happens in email, not a doc or meeting.

Example

Subject: Final call on onboarding flow

I'm leaning toward option B unless you feel strongly otherwise.

Thoughts?

Why it's Core Communication

- The "decision artifact" *is* the reply

- Not a formal approval workflow (that's another category)

---

7. Internal Team Conversations

Slack-like email threads inside a company.

Example

Subject: Re: Hiring timeline

I think we can realistically onboard in mid-June if we finalize by next week.

Why it's Core Communication

- Collaborative thinking

- No single "task" outside the conversation

---

8. Emotional or Sensitive Emails

Requires human tone — AI helps, but user judgment matters.

Examples

- Conflict resolution

- Apologies

- Difficult feedback

- Delicate negotiations

Example

Subject: Following up on yesterday

I want to make sure we're aligned after our conversation. I may have come off stronger than intended.

Why it's Core Communication

- The *how* matters as much as the *what*

- High risk if mishandled

What is NOT Core Communication (important boundary)

These belong elsewhere:

❌ **Meeting invites** → Scheduling & Time
❌ **Invoices / receipts** → Financial / Admin
❌ **Docs to review** → Documents & Content
❌ **FYI newsletters** → Information / Awareness
❌ **Automated alerts** → Meta / System
❌ **Explicit approvals** → Decisions & Approvals

Core Communication → Drakko Task Model

Every Core Communication task should:

- Be **1:1 with an email thread**

- Default actions:

    - Reply

    - AI draft reply

    - Mark as waiting

    - Mark as closed

    - Archive

- Have **no forced due date**

- Emphasize:

    - Who it's from

    - What they want

    - Whether you've replied

Product insight (important)

Core Communication is **the emotional center of Drakko**.

If Drakko nails this category:

- Users *trust* the system

- Inbox anxiety drops immediately

- "Waiting on" becomes powerful

- Everything else (docs, scheduling, admin) feels additive, not overwhelming

—-----------------------------

1. Decisions & Approvals

Definition (Drakko-level)

Emails where the **primary intent is to make, request, or confirm a decision**—or to grant/deny explicit approval. The value of the email is the **yes/no or choice** it records.

If you remove the conversational fluff, what's left is:

"Do we approve this?" / "Which option?" / "Can I move forward?"

How to recognize (quick test)

An email is **Decisions & Approvals** if:

- It explicitly asks for **permission** or **sign-off** ("Can we approve…?", "Are you okay with…?")

- It asks you to **choose between options** (A vs B, vendor selection, dates, scope).

- It **formally confirms** a decision already made ("We've decided to proceed with…").

- The actionable outcome is **recording a decision**, not holding a long conversation.

Common email subtypes & examples

1. **Formal approval requests**

   - *Example:* "Can you approve the attached SOW so we can start Monday?"

   - Why here: The key intent is **approval**—the reply is essentially yes/no.

2. **Option selection / decision**

   ○ *Example:* "Which pricing tier do you want to go with for Q1: Standard or Enterprise?"

   ○ Why here: The email is structured around making a deliberate choice.

3. **Policy / process decisions**

   ○ *Example:* "Are we okay with switching our payment terms to Net 30 for this client?"

   ○ Why here: This locks in a policy that affects future actions.

4. **Decision confirmation**

   ○ *Example:* "Confirming we're aligned on moving forward with Vendor B for hosting."

   ○ Why here: The email exists to **record** a decision that's been made.

What is NOT Decisions & Approvals

● ❌ Pure back-and-forth discussion **without a clear decision** → Core Communication

● ❌ Contract signatures / DocuSign-only flows → Documents & Review + Financial/Admin

● ❌ Calendar invites with "accept" → Schedule & Time

● ❌ FYI announcements of decisions ("Leadership has decided…") → Information & Org

Drakko Task Model

Each Decisions & Approvals task should:

● Focus on **one decision per task** where possible.

● Default actions:

   ○ Approve / Reject

- ○ Ask for clarification (→ spin off Core Communication)

- ○ Defer / Snooze decision

- ○ Mark as decided + log outcome

- Surface:

  - ○ **What is being decided**

  - ○ **Options** (if present)

  - ○ **Deadline / implied urgency**

Product insight

If Drakko nails this, it becomes the place where users can see:

> "What decisions are waiting on me right now?"
> …which is insanely valuable for founders and managers.

---

2. Schedule & Time

Definition (Drakko-level)

Emails whose primary intent is to **coordinate time**—meetings, deadlines, availability, reminders, or time-bound events.

If you strip away text, the core is a **when**:

> "This is happening at X time" or "When can we meet?"

How to recognize (quick test)

An email is **Schedule & Time** if:

- It proposes, confirms, or changes a **meeting time/date**.

- It contains **calendar invites**, RSVP requests, or time-bound events.

- It introduces or modifies **deadlines** or **timelines**.

- The natural next step is **block time** or **update a calendar**.

Common subtypes & examples

1. **Meeting invitations / coordination**

   - *Example:* "Can we meet Thursday at 2pm PST to review the roadmap?"

   - Typical action: propose alternative time, accept, or add to calendar.

2. **Event / call confirmations**

   - *Example:* "Confirming your demo is booked for April 10 at 11:00am."

3. **Deadline / due date notifications**

   - *Example:* "Reminder: Contract changes are due by Friday EOD."

4. **Reschedules / cancellations**

   - *Example:* "I need to move our 1:1 to next Wednesday. Does that work?"

What is NOT Schedule & Time

- ❌ Invoices with due dates → Financial & Admin

- ❌ Project planning docs with loose timeframes → Information & Org

- ❌ "We aim to ship this sometime next quarter" (no real scheduling) → Info & Org or Decisions & Approvals

Drakko Task Model

For Schedule & Time tasks:

- Default actions:

  - Propose time / Confirm time

- - ○ Add to calendar (possibly automated)

    - ○ Acknowledge / RSVP

    - ○ Snooze until closer to event

  - ● Key fields:

    - ○ Date/time(s) mentioned

    - ○ Timezone

    - ○ People involved

Product insight

If Drakko can cleanly extract **time intent** and sync with calendars, users get one view of "What's on my calendar + what still needs scheduling."

---

3. Documents & Review

Definition (Drakko-level)

Emails whose primary intent is to **share, review, or edit documents, files, or artifacts** (contracts, decks, specs, designs), where the main action is **read / comment / revise / approve content**.

The email is mostly a wrapper around the **document itself**.

How to recognize (quick test)

An email is **Documents & Review** if:

- ● The **main object** is a doc, deck, PDF, spec, or design.

- ● The sender asks you to **review, comment, sign off, or suggest edits**.

- ● The value is in the **attachment or linked file**, not the conversation body.

Common subtypes & examples

1. **Contract / agreement drafts**

   ○ *Example:* "Attached is the draft MSA. Can you review and let me know any changes?"

2. **Design / product reviews**

   ○ *Example:* "Here's the new dashboard design – feedback by Thursday would be great."

3. **Proposal / pitch review**

   ○ *Example:* "I've attached the client pitch deck. Can you review slides 8–12?"

4. **Policy / internal doc updates**

   ○ *Example:* "We've updated the PTO policy. Please review and confirm you've read it."

What is NOT Documents & Review

- ❌ Pure e-signature workflows (DocuSign "Click to sign") → could be separate: lightweight Decisions & Approvals + Financial/Admin

- ❌ Informational links without required review ("Sharing this article") → Learning & Awareness

- ❌ Email body itself is the main content → Core Communication

Drakko Task Model

Documents & Review tasks should:

- Link directly to the **primary artifact**.

- Default actions:

  ○ Open & review

  ○ Add feedback / comments

- - Approve / request changes

  - - Mark reviewed

- ● Important metadata:

  - ○ Document type (contract, spec, design, etc.)

  - ○ Due date / review-by date

  - ○ Who's responsible to review

Product insight

If Drakko helps users quickly see "Which docs need my eyes?" and keeps that list tight, it cuts a huge amount of cognitive load.

---

4. Financial & Admin

Definition (Drakko-level)

Emails where the primary intent is **money, billing, or administrative logistics**: invoices, receipts, payroll, subscriptions, compliance notices, HR admin, etc.

If you strip it down, it's about **money, accounts, or formal records**, not conversation.

How to recognize (quick test)

An email is **Financial & Admin** if:

- ● It contains **invoices, receipts, payment confirmations, or payment failures**.

- ● It relates to **contracts, vendor setup, tax, compliance, legal notices**.

- ● It handles **HR/admin details** (benefits, payroll, onboarding docs).

Common subtypes & examples

1. **Invoices & payment reminders**

- ○ *Example:* "Invoice #1243 is due on March 15."

2. **Receipts & confirmations**

- ○ *Example:* "Your subscription payment of $49 has been processed."

3. **Account / billing changes**

- ○ *Example:* "We've updated your billing information."

4. **Admin / compliance**

- ○ *Example:* "Please complete the attached W-9 for our records."

What is NOT Financial & Admin

- ❌ Strategic budget discussions → Decisions & Approvals + Core Communication

- ❌ Contracts that require detailed content review → Documents & Review

- ❌ Generic company announcements about finances → Information & Org

Drakko Task Model

Financial & Admin tasks:

- Often auto-classifiable and low-emotion.

- Default actions:

  - ○ Record / file (e.g., mark as logged in system)

  - ○ Pay / confirm payment

  - ○ Forward to finance or ops

  - ○ Snooze until due date

- Important metadata:

  - ○ Amount, due date, vendor/client

- ○ Payment status

Product insight

This category is ripe for **automation + quiet organization**: Drakko can surface "money-related attention items" and silently file the rest.

---

5. People & Process

Definition (Drakko-level)

Emails whose primary intent is about **how people work together**: roles, responsibilities, workflows, handoffs, policies-in-practice, and operational processes.

Think: **who does what, and how we do things.**

How to recognize (quick test)

An email is **People & Process** if:

- It describes or changes **ownership, responsibilities, or roles**.

- It sets or adjusts **processes** (how something should be done, not just *that* it should be done).

- It discusses **team structure, handoffs, or collaboration patterns**.

Common subtypes & examples

1. **Role / ownership clarification**

   - *Example:* "Going forward, Sarah will own all customer onboarding communications."

2. **Process changes**

   - *Example:* "New process for handling support tickets: please tag them in Zendesk and update the shared sheet."

3. **Handoffs**

   ○ *Example:* "I'm passing this client to the CS team; here's the context."

4. **Org ops updates**

   ○ *Example:* "We're changing how sprint planning works starting next cycle."

What is NOT People & Process

- ❌ One-off tasks ("Can you do X today?") → Core Communication / task-level

- ❌ HR admin (payroll, benefits) → Financial & Admin

- ❌ Cultural / social updates → Social & People

Drakko Task Model

People & Process tasks:

- Often map to **system-level changes** or **ongoing ways of working**.

- Default actions:

  ○ Update internal docs or systems

  ○ Inform relevant people

  ○ Confirm process is adopted

  ○ Mark process change as acknowledged

- May create long-lived "process tasks" rather than single checkboxes.

Product insight

If Drakko can capture "how we do things here" from email, it becomes a living operational brain, not just a task list.

6. Information & Org

Definition (Drakko-level)

Emails whose primary purpose is to **share information about the organization, projects, or operations**—status updates, announcements, internal memos—where the default action is **read + be aware**, not reply.

These are "know this" emails.

How to recognize (quick test)

An email is **Information & Org** if:

- It is primarily **FYI**: updates, summaries, reports.

- There's no explicit reply or decision required.

- Skimming it changes your understanding of **what's going on**, but doesn't immediately ask you to do something.

Common subtypes & examples

1. **Company or team announcements**

   - *Example:* "We're opening a new office in Austin."

2. **Project status reports**

   - *Example:* "Weekly update: sprint 3 progress and key risks."

3. **Internal newsletters / internal memos**

   - *Example:* "This month's engineering highlights."

4. **Org changes (non-actionable)**

   - *Example:* "We've hired a new VP of Sales."

What is NOT Information & Org

- ❌ Emails asking for decisions about changes → Decisions & Approvals

- ❌ Training resources → Learning & Awareness

- ❌ Social events / community invites → Social & People

Drakko Task Model

Information & Org tasks:

- Many should be **non-blocking**: mark-as-read / mark-as-understood.

- Default actions:

  - Skim / mark acknowledged

  - Save key info to a summary / knowledge hub

  - Flag if follow-up is needed (convert to Core Communication or Decision)

Product insight

Handled well, Drakko can keep these from clogging the "work I must act on" list, while still letting users return to summaries when they need context.

---

7. Learning & Awareness

Definition (Drakko-level)

Emails intended to **educate, inform, or inspire**, not to coordinate work: articles, reports, industry updates, course invites, research, resources.

These are **"learn this later"** emails.

How to recognize (quick test)

An email is **Learning & Awareness** if:

- It primarily shares **articles, videos, whitepapers, or resources**.

- The main action is **read / watch / learn**, not respond or decide.

- It often comes from newsletters, communities, or external content sources.

Common subtypes & examples

1. **Industry newsletters**

   - *Example:* "This week in AI: key breakthroughs and tools."

2. **Resource drops**

   - *Example:* "Thought you'd like this article on founder burnout."

3. **Webinar / course invites**

   - *Example:* "Join our workshop on scaling B2B SaaS."

4. **Research / reports**

   - *Example:* "2025 State of Developer Productivity report."

What is NOT Learning & Awareness

- ❌ Internal process docs that must be followed → People & Process / Documents & Review

- ❌ Product announcements that affect your work directly → Information & Org

- ❌ Social or community invites ("happy hour") → Social & People

Drakko Task Model

Learning & Awareness tasks:

- Should be **low-pressure, optional**.

- Default actions:

   - Save to "Read later" / learning queue

- - Tag topic (AI, marketing, product, etc.)

    - Mark as not relevant

  - Possibly appear in a **separate mode** (learning queue), not core work stack.

Product insight

If Drakko separates "things to learn" from "things to do," users keep their main workflow clean while still having a curated learning backlog.

---

8. Social & People

Definition (Drakko-level)

Emails centered on **relationships, community, and social connection**—intros, networking, invites, celebrations, community updates.

These matter because of **people and relationships**, not processes.

How to recognize (quick test)

An email is **Social & People** if:

- It's about **introductions, invites, or social events**.

- It's about **celebrations, congratulations, or appreciation**.

- Its primary outcome is **relationship-building**, not a concrete workflow.

Common subtypes & examples

1. **Intros and networking**

   - *Example:* "Omar, meet Sarah – I think you two should connect about AI tools."

2. **Event / social invites**

   - *Example:* "We're hosting a small founder dinner next Thursday, want to join?"

3. **Celebrations / appreciation**

   ○ *Example:* "Congrats on the launch! Amazing work."

4. **Community / group messages**

   ○ *Example:* "Our founder community meetup is next week – here are the details."

What is NOT Social & People

- ❌ Purely operational team updates → Information & Org

- ❌ Sensitive relationship conversations needing careful handling → Core Communication

- ❌ HR formalities (offer letters, policy notices) → Financial & Admin / People & Process

Drakko Task Model

Social & People tasks:

- Are mostly about **responding or deciding to attend**.

- Default actions:

  ○ Reply / accept / decline

  ○ Add event to calendar

  ○ Mark relationship as important (CRM-style tags later)

- Could feed into a **"Relationship radar"** view.

Product insight

If Drakko treats these as first-class (not noise), it can help users stay intentionally connected with the people that matter.

---

9. Meta & Systems

Definition (Drakko-level)

Emails that come from **systems, tools, and platforms**—automated alerts, notifications, logs, system errors, integration messages.

These are about the **health and behavior of systems**, not people.

How to recognize (quick test)

An email is **Meta & Systems** if:

- It's clearly from a **bot, tool, or system**.

- It contains **alerts, logs, or status notifications**.

- It exists so you're aware something **technical or system-level** happened.

Common subtypes & examples

1. **System alerts**

   ○ *Example:* "Error: API rate limit exceeded."

2. **Status notifications**

   ○ *Example:* "Your deployment to production completed successfully."

3. **Integration messages**

   ○ *Example:* "New GitHub issue created in repo X."

4. **Security / account alerts**

   ○ *Example:* "New login from unknown device."

What is NOT Meta & Systems

- ❌ Human-written emails about systems ("We plan to migrate infra") → Information & Org or People & Process

- ❌ Billing emails from systems → Financial & Admin

Drakko Task Model

Meta & Systems tasks:

- Many should be auto-triaged / summarized.

- Default actions:

    - Acknowledge

    - Create follow-up task (if action is required: fix bug, check incident)

    - Silence / change notification settings

- Important metadata:

    - System/source (e.g., Stripe, AWS, GitHub)

    - Severity / priority

Product insight

Done right, Drakko becomes the **control tower**: system noise gets collapsed into meaningful "you really need to act on this" tasks.