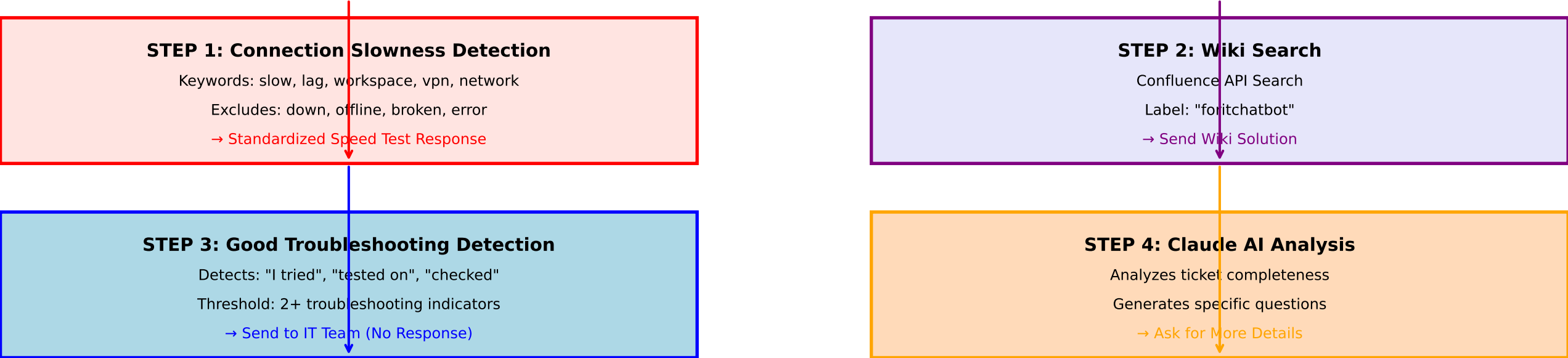


Brie IT Agent - Complete Architecture

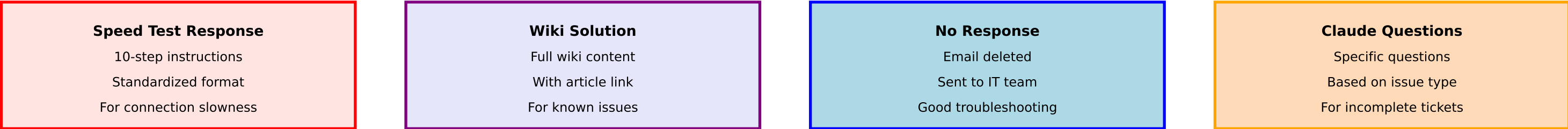
Automated IT Support Email Processing System



PROCESSING LOGIC FLOW



RESPONSE TYPES



🔧 TESTING MODE ACTIVE

All responses sent to: matthew.denecke@ever.ag
Subject prefix: [BRIE TEST]
Original emails still deleted from mailbox

EXTERNAL INTEGRATIONS



UNUSED COMPONENTS

Step Functions Workflow (Built but Not Active)

6 Lambda Functions: email-parser, confluence-searcher, claude-analyzer, decision-engine, email-sender, email-cleanup
Reason: Single Lambda approach more reliable and easier to test

KEY FEATURES

✓ Smart connection slowness detection
✓ Automated wiki solution matching
✓ Good troubleshooting recognition
✓ AI-powered ticket analysis

✓ Testing mode for safe deployment
✓ Automatic email cleanup
✓ Multiple response types
✓ Fallback to human support