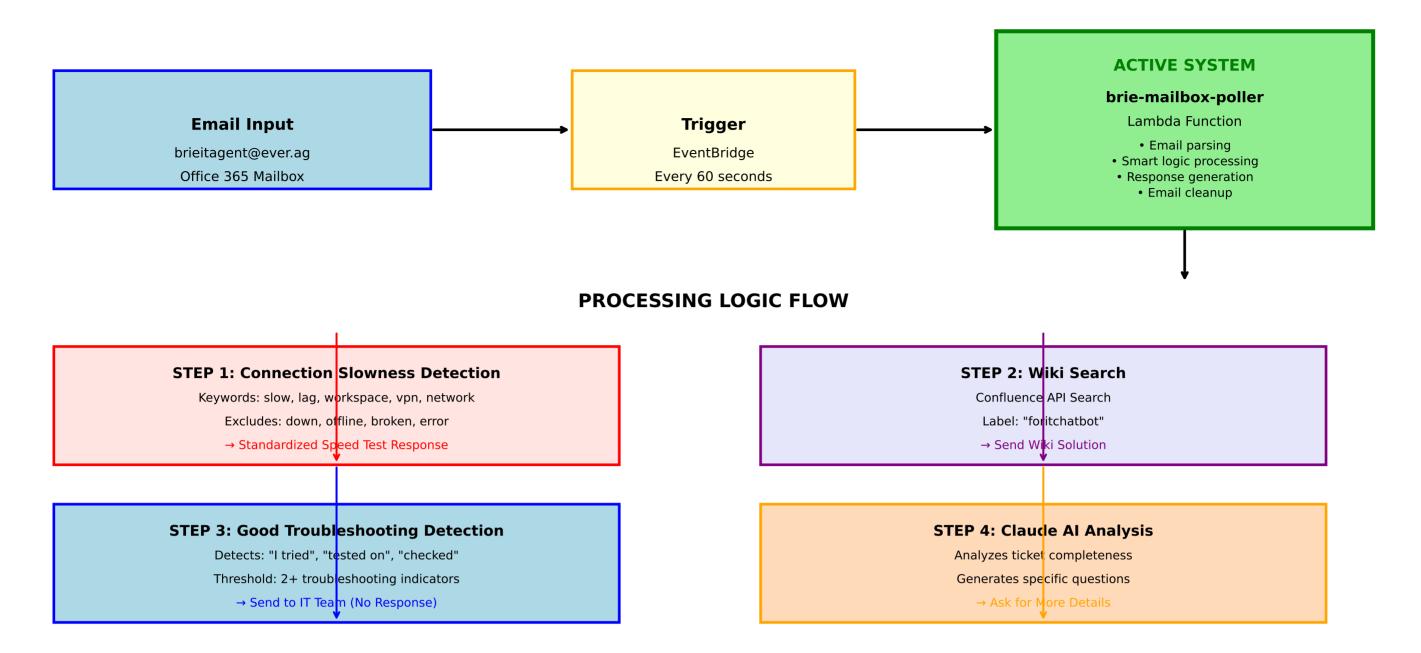
Brie IT Agent - Complete Architecture

Automated IT Support Email Processing System



RESPONSE TYPES

Speed Test Response

10-step instructions Standardized format For connection slowness

Wiki Solution

Full wiki content With article link For known issues

No Response

Email deleted Sent to IT team Good troubleshooting

Claude Questions

Specific questions Based on issue type For incomplete tickets

TESTING MODE ACTIVE

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

EXTERNAL INTEGRATIONS

Office 365

Graph API

Confluence Wiki Search API **Claude Al**

Bedrock API

AWS

Lambda, IAM

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
- ✓ Al-powered ticket analysis

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