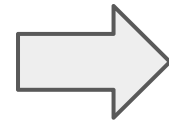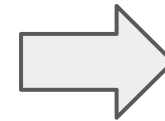**OCR**

The Python solution will utilize OCR and various libraries to efficiently extract content from attachments, including images, PDFs, Word documents, and Excel files
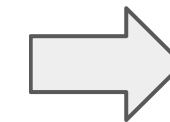
Emails

Python AIML script

GenAI

User Interface

The Python solution will automatically retrieve and extract key information from emails, including the sender, subject, body, and attachments.

The extracted content will be processed by a Gen AI model to classify the request type and subtype, summarize the information, provide a confidence score, and determine prioritization.

The results will be displayed on an interactive user interface, allowing users to take further action based on the classifications, summaries, confidence scores, and prioritization.