SCENARIOS CONSIDERED IN THE PROVIDED SOLUTION

**Scenario 1:** This scenario describes the basic flow of our solution. If an email is sent in the form of a JSON it interprets the Service Request, Sub-service request and the fields required.

Once the application is launched it looks like the picture shown below:

A screenshot of a computer

AI-generated content may be incorrect.

Select “Scenario 1” and choose “Process Scenario”

**Request**:

A computer screen with text on it

AI-generated content may be incorrect.

**Response**:

A screenshot of a computer code

AI-generated content may be incorrect.

**Scenario 2:** Multiple requests in a single email

**Request:**

A screenshot of a computer screen

AI-generated content may be incorrect.

**Response:** Shows 2 service requests created

A screenshot of a computer code

AI-generated content may be incorrect.

**Scenario 3:**

Email body contains all the fields required. Intent is taken from body and the fields are extracted also extracted from body without any attachments.

**Request:**

A computer screen with text on it

AI-generated content may be incorrect.

Response: Enquiry Service request type

A screenshot of a computer code

AI-generated content may be incorrect.

**Scenario 4:** Multiple emails in a single thread depicting a conversation between customer and support regarding the requests

Request:

A screenshot of a computer screen

AI-generated content may be incorrect.

**Response:** Service type being created only for the customer email and the support email has been skipped depicting that it’s a support email. This can be configurable to keep the wellsFargo mailbox mail Id.

1🡪 shows the response for the customer email

2🡪 shows the response for the Support email in the thread

1.

A screenshot of a computer code

AI-generated content may be incorrect.

2.

A screenshot of a computer code

AI-generated content may be incorrect.

**Scenario 5:** Here we considered the scenario where the customer first sends an email for the service request, support responds to it . Later the customer sends another follow up email where another service request should not be created.

**Request:**

A screenshot of a computer program

AI-generated content may be incorrect.

A computer screen with text on it

AI-generated content may be incorrect.

**Response:**

1. Shows the response for the initial email from the customer

A screen shot of a computer code

AI-generated content may be incorrect.

1. Shows that service request creation has been skipped because it was a support email

A close-up of a white background

AI-generated content may be incorrect.

1. Shows that it detected a duplicate request and it does not create a service request again.

A close-up of a white background

AI-generated content may be incorrect.

ADDITIONAL FEATURE ADDED:

We also considered showing all the available Service Request Types, Sub request types and the fields required for each of them

This can be achieved by clicking on the “Get Configured Service Request Types option”

A screenshot of a computer

AI-generated content may be incorrect.

A screen shot of a computer

AI-generated content may be incorrect.

These fields can later be made editable, and the model can automatically detect the request types later on.