

Gen AI based Email Classifier - Demo

Requirements:

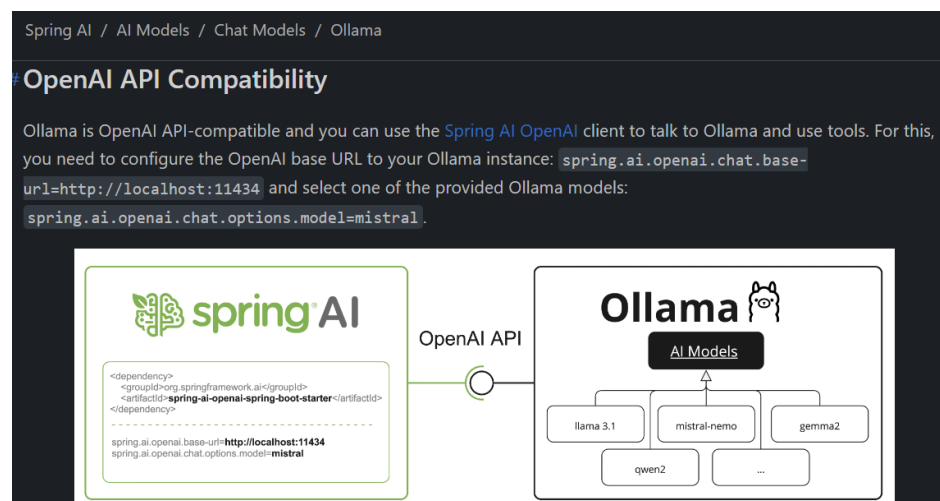
1. Read the emails from shared folder (as smtp setup is cumbersome for hackathon)
2. Extract the subject, content/body, attachments if any
3. Classify the email by its request and sub request types
4. Extract the key attributes which will help to identify which support request to be raised
5. Use open source tools

Solution:

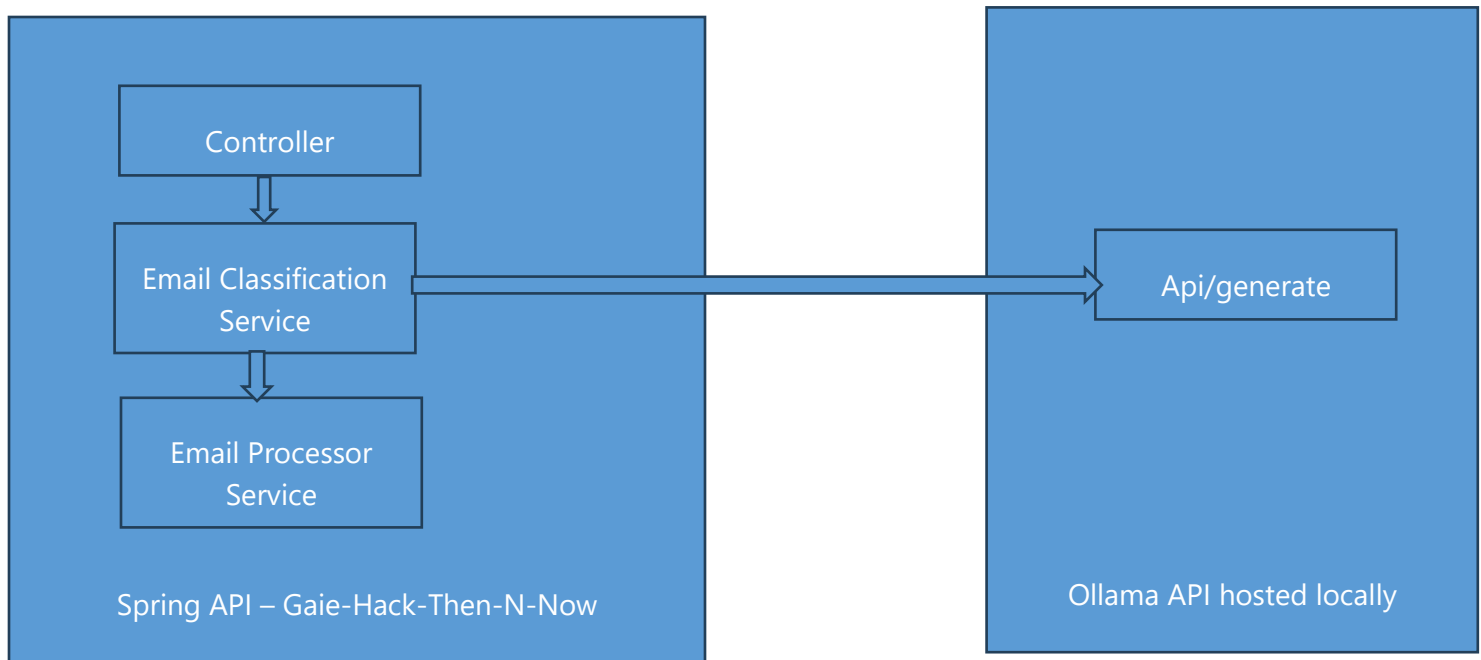
- There are multiple AI LLMs available, though the expectation is to use the open source, OLLAMA will fit into the requirement as :
 - It can be setup locally or on our own hosted servers
 - Identify the model and enhance them as a customized ones
 - Very well documented with Spring AI

Technology: Spring AI

Spring AI very well works with Ollama.



Architecture:



1. Request can arrive at Email Processing Controller – api/Email/Process method
2. Controller route the request to Email Classification Service
3. Email Classification Service internally calls the Email Processing Service to read all emails with its contents
4. Email Classification Service calls the Ollama API with api/generate method and get the response, parse it and sends back to Controller
5. Controller returns the response back to the caller