



EMAIL PARSING AUTOMATION

A PROJECT REPORT

Submitted by

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ABSTRACT

Email communication is a crucial part of business operations, but manually sorting, extracting, and processing information from emails is time-consuming and error-prone. This project aims to develop an Email Parsing Automation Tool using Robotic Process Automation (RPA) to streamline email handling, data extraction, and categorization. The tool leverages UiPath, Python, and AI-powered Natural Language Processing (NLP) to automatically parse incoming emails, extract key details such as sender information, subject, attachments, and relevant text content, and categorize them for further processing. It integrates with IMAP, SMTP, and POP3 protocols to retrieve emails securely and utilizes regular expressions (Regex) and machine learning models to enhance accuracy in identifying structured and unstructured data. The extracted data can be stored in databases (MySQL, MongoDB) or exported to external systems for workflow automation. Security measures such as OAuth authentication, data encryption, and access control are implemented to ensure data privacy and integrity. By automating email parsing, the tool significantly reduces manual effort, enhances efficiency, and minimizes human errors in processing high volumes of emails. The proposed solution is scalable and adaptable for various industries, including customer service, finance, and healthcare, enabling organizations to optimize their email workflows effectively.

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW

Email management is a critical aspect of modern businesses, with organizations receiving large volumes of emails daily. Manually handling these emails—extracting key information, categorizing content, and forwarding relevant details—can be highly time-consuming and prone to human errors. The Email Parsing Automation Tool addresses this challenge by leveraging Robotic Process Automation (RPA), Natural Language Processing (NLP), and AI-powered data extraction to streamline email processing. The system automatically fetches emails, extracts structured and unstructured data, and classifies them based on predefined rules, reducing manual intervention while improving accuracy and efficiency.

The tool integrates with IMAP, SMTP, and POP3 protocols to retrieve emails securely from different mail servers. Using Python, UiPath, and machine learning techniques, it extracts essential data like sender details, subject, message body, attachments, and timestamps. Advanced Regular Expressions (Regex) and Natural Language Processing (NLP) models help in identifying relevant content from emails, ensuring precise data extraction and categorization. The parsed information can be stored in databases like MySQL or MongoDB and seamlessly integrated into external applications such as CRM, ticketing systems, or financial tools for automated workflow processing.

Security and compliance are key considerations in email automation. The system employs OAuth authentication, data encryption, and role-based access control to prevent unauthorized access and protect sensitive information. Additionally, the automation tool is designed to be scalable and adaptable, making it suitable for various industries, including customer support, finance, healthcare, and logistics. By minimizing manual email handling and improving processing speed, this solution enhances operational efficiency, reduces human errors, and optimizes business workflows.

1.2 PROBLEM DEFINITION

In today's fast-paced business environment, organizations receive a vast number of emails daily, containing critical information such as invoices, client requests, customer complaints, and internal communications. Manually sorting, reading, and extracting relevant data from these emails is not only time-consuming but also prone to human errors. Employees often struggle to keep up with high email volumes, leading to delayed responses, miscommunication, and inefficiencies in business workflows. Additionally, emails may contain unstructured data, making it difficult to automate the extraction process using traditional rule-based methods. This highlights the need for an intelligent system that can automatically parse, categorize, and extract essential details from emails without manual intervention.

Current email processing methods rely heavily on human effort and predefined keyword-based filtering, which lacks flexibility and accuracy when dealing with complex or varied email formats. Many organizations still depend on manual data entry, increasing the risk of errors and inconsistencies in processing emails for financial transactions, customer queries, and compliance documentation. Moreover, businesses that handle sensitive data, such as financial institutions or healthcare providers, must ensure security and confidentiality while automating email workflows. Existing solutions often fail to provide real-time processing, adaptability to different email structures, and seamless integration with enterprise applications.

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CHAPTER 2

SYSTEM ANALYSIS

2.1 EXISTING SYSTEM

In the current scenario, organizations primarily rely on manual email processing, where employees read, categorize, and extract relevant information from emails before forwarding them to the appropriate department or storing them in a database. This traditional method is time-consuming, error-prone, and inefficient, especially when handling high email volumes daily. Businesses struggle with delayed responses, missed critical emails, and inconsistencies in data extraction. Additionally, manually tracking and organizing emails becomes overwhelming, leading to inefficiencies in workflow management.

Many organizations attempt to automate email handling using rule-based filtering and keyword searches. However, these methods lack flexibility and adaptability to dynamic email formats. Rule-based filters can only process structured emails and often fail when encountering complex email structures, attachments, or varying subject lines.

Furthermore, such systems require constant updates to maintain accuracy, making them difficult to scale for businesses handling diverse email content.

Another major drawback of the existing system is the lack of integration with enterprise applications. Traditional email processing does not seamlessly connect with CRM, ERP, or document management systems, resulting in fragmented workflows. Moreover, security concerns remain a challenge, as manually processed emails containing sensitive financial or client data are at risk of being mishandled. To overcome these limitations, a more advanced, AI-driven automation system is required.

2.2 PROPOSED SYSTEM

The Email Parsing Automation Tool leverages UiPath RPA (Robotic Process Automation) to intelligently process and extract relevant data from emails. By using UiPath's Email Automation, AI Fabric, and Document Understanding modules, the system can automatically read emails, classify them, extract structured and unstructured data, and integrate the information into business applications. This eliminates manual intervention, reducing errors and increasing efficiency.

Using UiPath's OCR (Optical Character Recognition) and Natural Language Processing (NLP) capabilities, the tool can extract key data from email bodies and attachments (PDF, Word, Excel, etc.). It applies machine learning-based classification to categorize emails (e.g., invoices, customer queries, job applications) and ensures that the extracted data is validated before being stored in databases or forwarded to relevant departments. Additionally, the automation bot can respond to emails based on predefined templates, enabling faster customer communication.

The system also integrates seamlessly with enterprise applications like SAP, Salesforce, and Microsoft Outlook through UiPath's connectors and APIs. Security and compliance are enhanced through role-based access control, encrypted data storage, and automated audit logs. Moreover, UiPath Orchestrator allows businesses to track and manage the automation workflow in real-time, ensuring scalability and adaptability for various industries. By eliminating repetitive tasks, minimizing processing time, and ensuring accuracy, the UiPath-powered email parsing tool enhances overall productivity and enables businesses to focus on higher-value tasks.

2.3 DEVELOPMENT ENVIRONMENT

SOFTWARE REQUIREMENT

- Windows 11
- UiPath Studio

HARDWARE REQUIREMENT

- Processor: 64-bit, four-core, 2 GHz minimum per core
- RAM: 4GB for execution
- Hard disk: 2GB for installation
- Proper internet Connectivity

CHAPTER 3

SYSTEM DESIGN

3.1 UML DIAGRAMS

Use Case Diagram

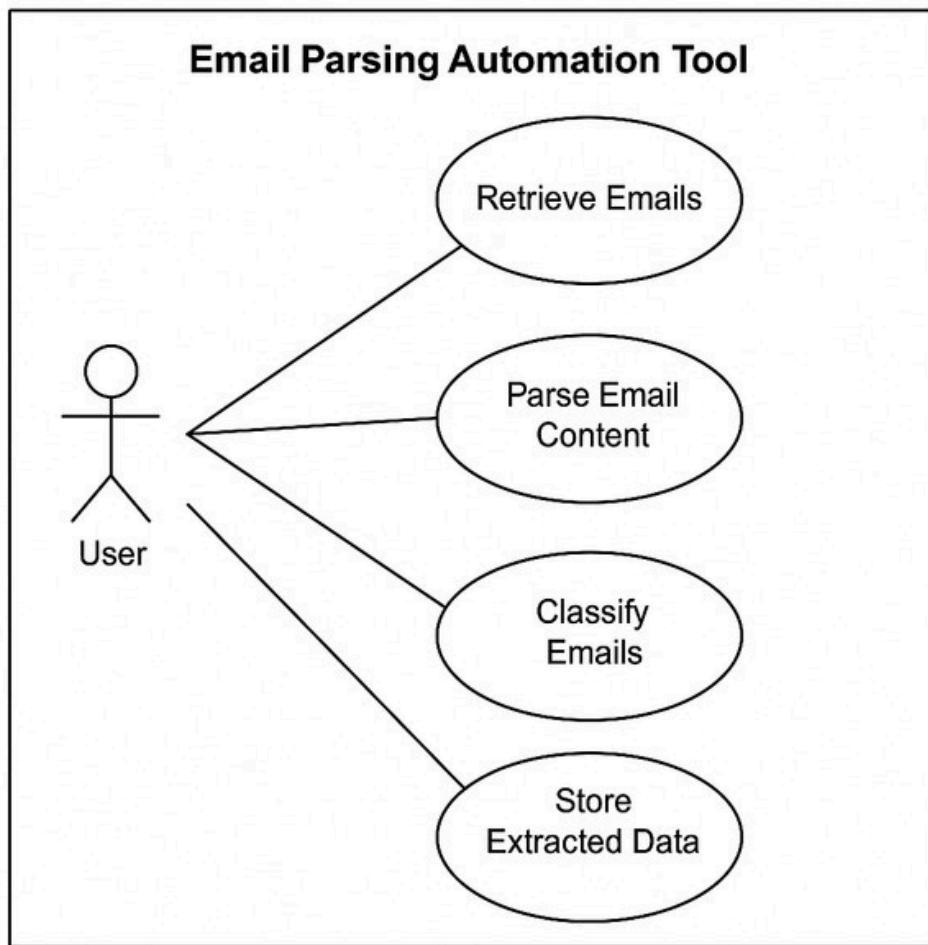


Fig 3.1.1 Use case diagram

Class Diagram:

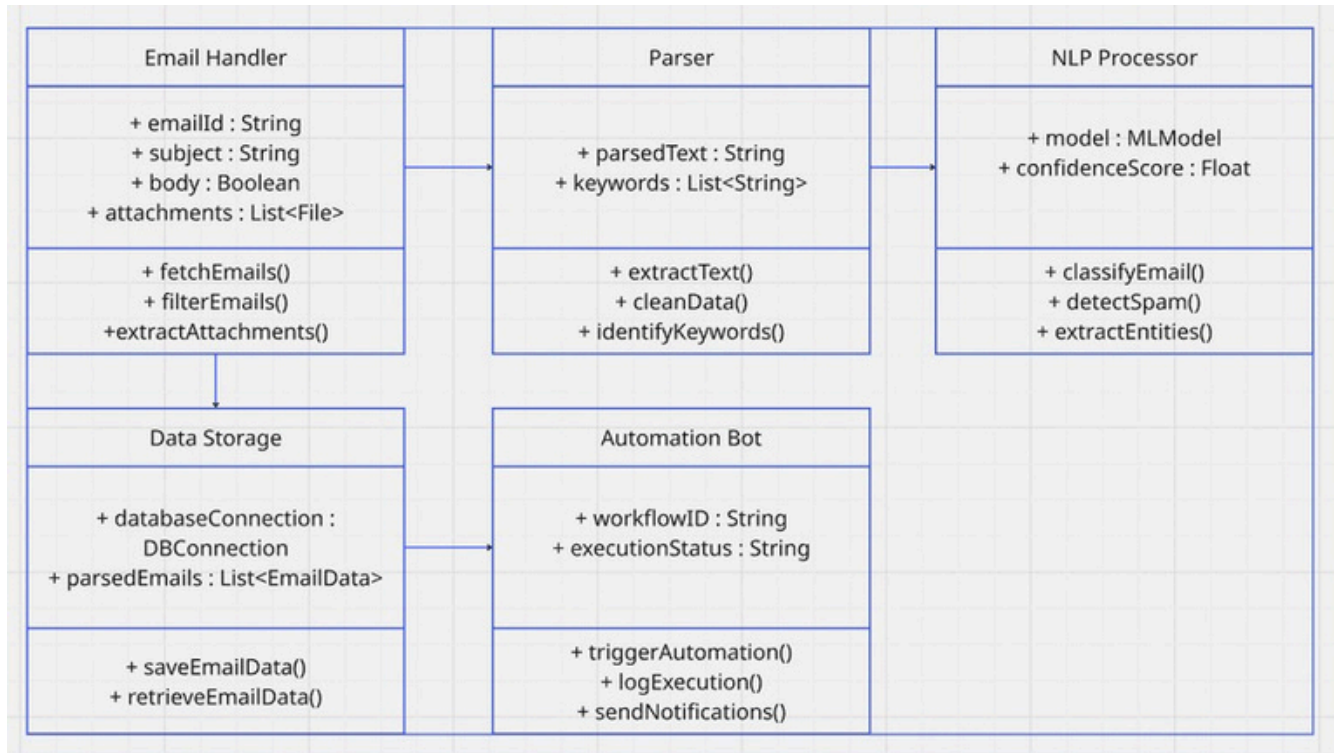


Fig 3.1.2 Class Diagram

Sequence Diagram:

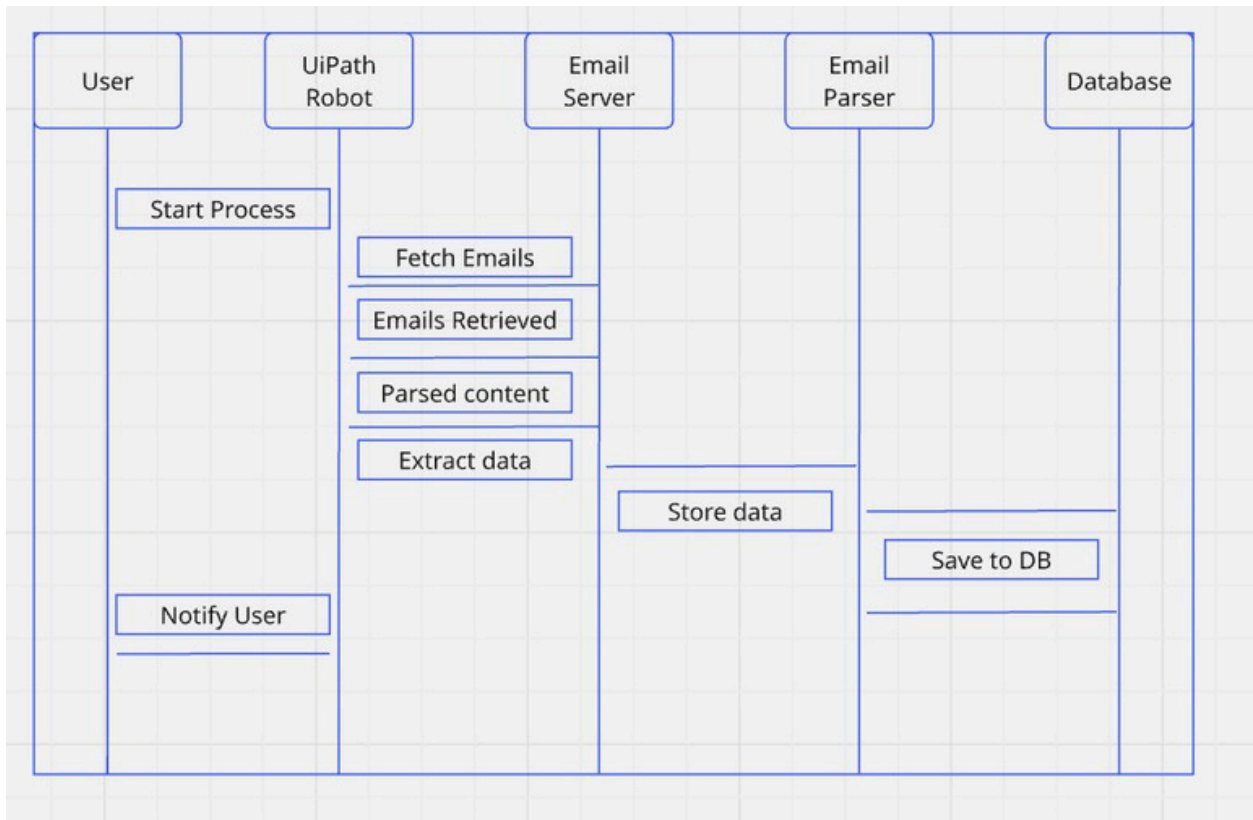


Fig 3.1.3 Sequence Diagram

Collaboration diagram:

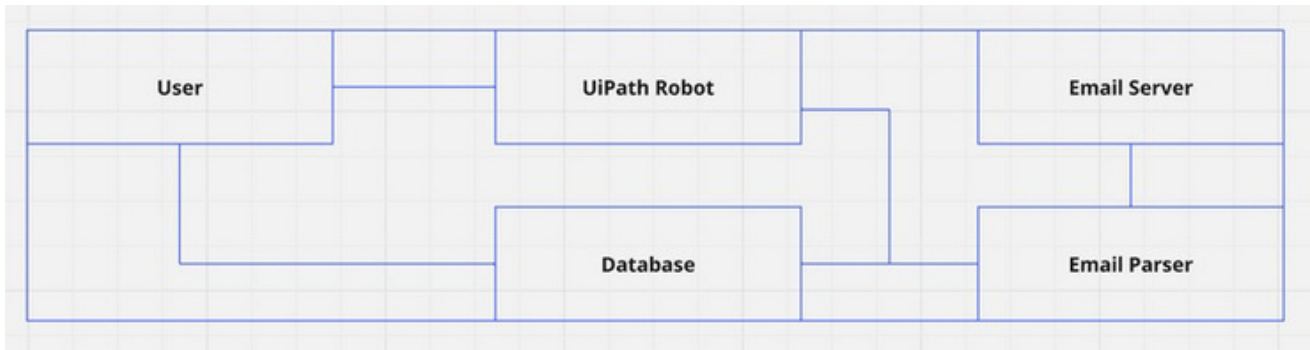


Fig 3.1.4 Collaboration diagram

Activity Diagram :

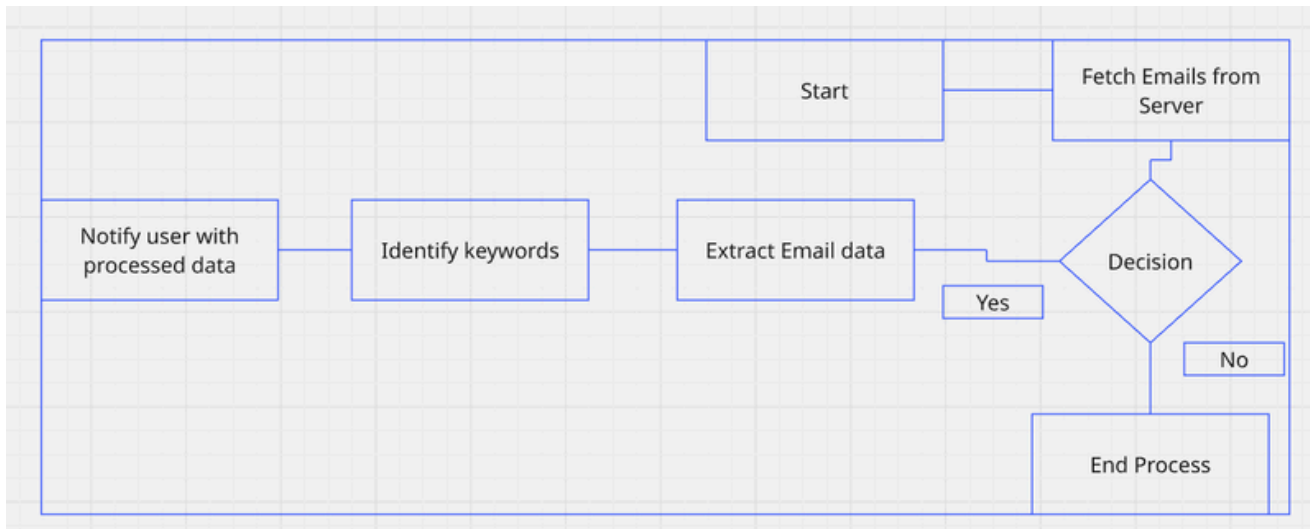


Fig 3.1.5 Activity Diagram

3.2 DATA FLOW DIAGRAM

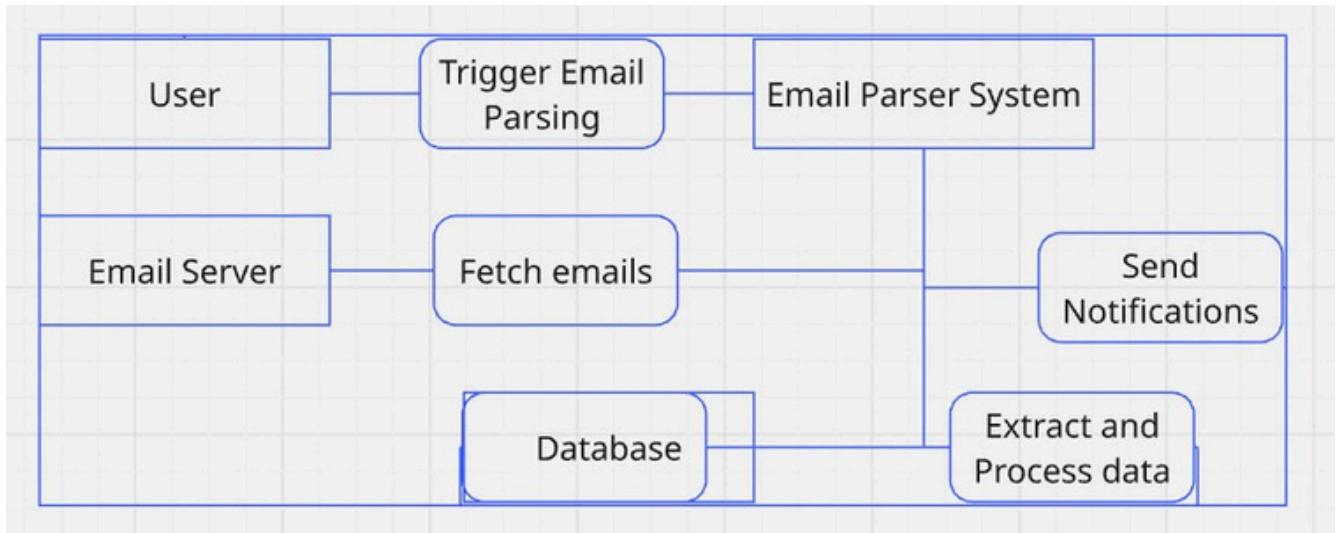


Fig 3.2.1 Dataflow diagram

CHAPTER 4

SYSTEM ARCHITECTURE

4.1 ARCHITECTURE OVERVIEW

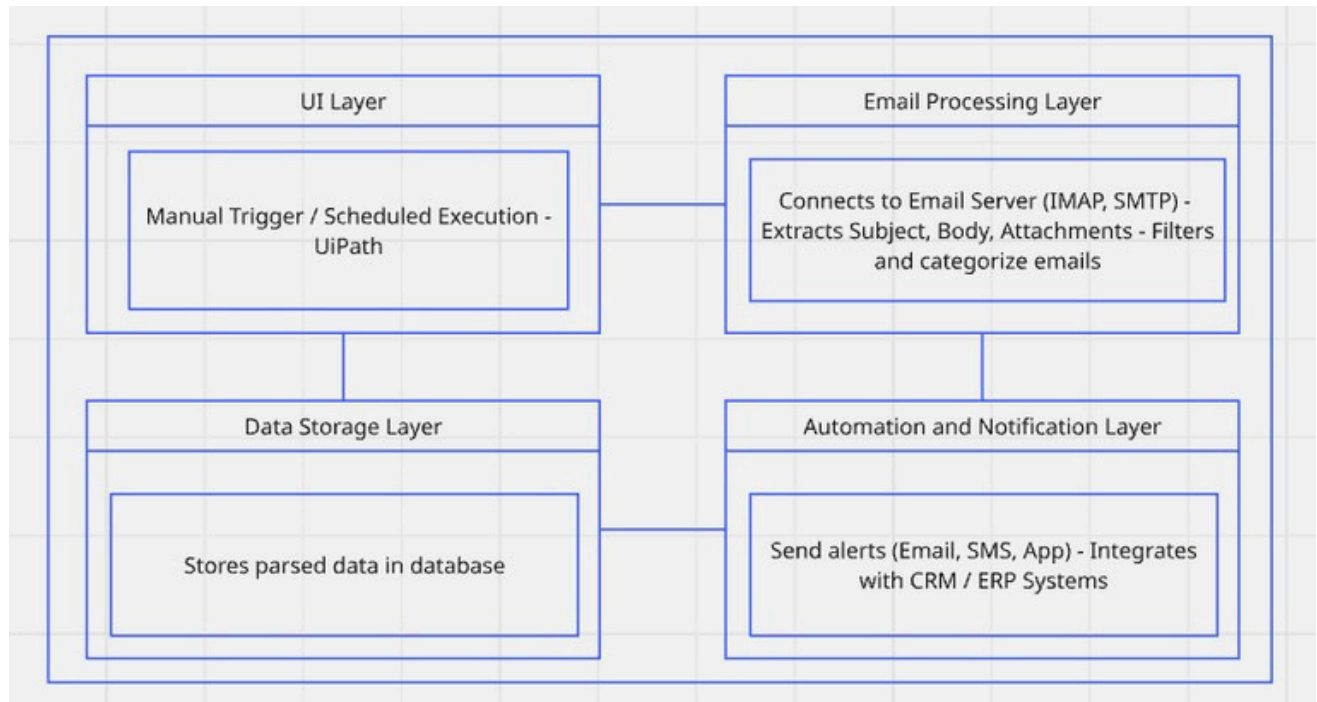


Fig 4.1 Architecture diagram

The architecture of the Email Parsing Automation Tool built using UiPath is designed to streamline email processing by automating the extraction, classification, and storage of critical information. The system consists of four key layers: the User Interaction Layer, the Email Processing Layer, the Data Storage Layer, and the Automation & Notification Layer. The User Interaction Layer allows users to either manually trigger the automation or set up scheduled execution within UiPath, ensuring flexibility in handling email workflows. Once triggered, the bot connects to the email server using IMAP/SMTP protocols, fetching new emails based on predefined rules such as sender, subject, or attachments. The bot then extracts relevant information, including text content, structured data (like invoices, order confirmations), and attachments such as PDFs or images.

In the Email Processing Layer, the automation applies advanced text analysis and filtering techniques to categorize emails into predefined labels such as invoices, support requests, or notifications. For structured emails, OCR and NLP models (if needed) can be incorporated to extract meaningful insights. The processed data is then stored in the Data Storage Layer, where structured information is saved in databases (MySQL/MongoDB), while attachments are uploaded to cloud storage (AWS, Google Drive). Reports can also be generated in CSV or Excel format, allowing easy access to extracted information. The system maintains error logs, ensuring transparency in case of failures or missing data.

The final Automation & Notification Layer ensures that processed data is utilized effectively. It can trigger alerts via email, SMS, or internal applications, notifying users about high-priority messages. Additionally, categorized emails can be forwarded to respective departments such as finance, HR, or customer support, ensuring a seamless workflow.

4.2 TECHNOLOGIES AND RELATED WORK

The Email Parsing Automation Tool using UiPath leverages a combination of RPA (Robotic Process Automation), AI-powered text extraction, and cloud-based services to process emails efficiently. The core technology stack includes UiPath Studio for automation workflows, IMAP/SMTP protocols for email communication, OCR (Optical Character Recognition) for extracting text from scanned documents, NLP (Natural Language Processing) for contextual analysis, and database/cloud storage for organizing parsed data. UiPath Orchestrator is used to schedule, monitor, and manage automation processes, ensuring seamless execution with minimal human intervention. Additionally, APIs are integrated to connect with third-party applications such as CRM, ERP, or accounting tools, allowing automatic data entry based on extracted email content.

In terms of related work, various enterprises have implemented email automation to streamline business operations. Many businesses rely on traditional rule-based email filters, which classify emails based on subject lines or sender information. However, advanced email parsing solutions using RPA, AI, and OCR have gained popularity due to their ability to extract meaningful information from structured and unstructured email content. Companies like Amazon, Microsoft, and Google provide AI-driven solutions for email parsing, but UiPath offers a more flexible and customizable approach, allowing businesses to create tailored workflows for email automation without deep coding expertise.

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CHAPTER 5

SYSTEM IMPLEMENTATION

5.1 PREPROCESSING

The first phase of the email parsing automation process involves retrieving emails from a specified email server using IMAP, POP3, or SMTP protocols. UiPath provides built-in Email Activities that allow seamless retrieval of emails from platforms like Gmail, Outlook, and Exchange Servers. Filters can be applied to fetch emails based on specific conditions such as subject, sender, date, or email category to ensure only relevant emails are processed. Once emails are retrieved, they are preprocessed to remove unnecessary content such as advertisements, footers, signatures, or disclaimers.

These elements are filtered out using text parsing techniques, regex patterns, and machine learning-based classifiers. If emails contain attachments such as invoices, purchase orders, or reports, the UiPath Document Understanding framework processes them. Extracted documents undergo OCR (Optical Character Recognition) if they are in scanned format. The result is a clean and structured dataset ready for further processing. By automating this step, organizations eliminate the need for manual email sorting and enhance the efficiency of email-based workflows. This phase lays the groundwork for accurate data extraction and classification in subsequent steps.

To further enhance efficiency, the system can be configured to run at scheduled intervals or trigger-based execution, ensuring that emails are retrieved and processed in real time. This reduces delays in workflows and ensures that business-critical emails are handled immediately. By automating this step, organizations eliminate the need for manual email sorting, enhancing productivity and reducing human errors. This phase lays the groundwork for accurate data extraction and classification in subsequent steps.

5.2 DATA EXTRACTION

After preprocessing, the email body and attachments undergo intelligent data extraction. UiPath offers various methods such as Regex-based extraction, Machine Learning Extractors, and Natural Language Processing (NLP) to identify and extract critical information. The system identifies key-value pairs, dates, monetary amounts, invoice numbers, purchase order details, and contact information. If an email contains structured text like an HTML table or a well-formatted document, UiPath's Data Scraping feature efficiently extracts relevant information. For unstructured or semi-structured emails, AI- based NLP techniques help parse textual content into meaningful data.

Additionally, UiPath's AI Fabric allows the deployment of custom AI models to enhance the accuracy of text extraction. The extracted data is validated against predefined business rules, ensuring correctness before proceeding to the next stage. If a certain field is missing or has ambiguous data, the system can flag the email for human review. By automating data extraction, this system reduces manual data entry errors, speeds up processing times, and enhances overall workflow efficiency. It ensures that emails containing invoices, receipts, support queries, or important business communications are processed accurately and effectively.

To improve accuracy, extracted data can be validated against predefined templates or historical data. If discrepancies are found, the system either flags them for human review or attempts auto-correction based on business rules. For example, if an invoice number format does not match past records, the system can attempt to correct it using pattern recognition. By automating data extraction, businesses reduce errors, accelerate processing times, and enhance workflow efficiency, ensuring seamless integration with subsequent processing steps.

5.3 WORKFLOW AUTOMATION

Once data is extracted, UiPath automates workflow routing and decision-making based on predefined business rules. The parsed email content is analyzed using rule-based logic and AI-based classification models to determine the appropriate action. If an email is identified as an invoice, it is automatically forwarded to the finance department or recorded in an ERP system. If an email contains a customer support request, it is categorized and assigned to the appropriate support agent. UiPath Orchestrator plays a crucial role in managing this automation by scheduling bots, monitoring workflows, and ensuring smooth execution.

Additionally, UiPath Business Rules Engine allows organizations to set dynamic rules that govern email processing. For instance, if an invoice exceeds a certain threshold, it may require managerial approval before processing. Exception handling mechanisms are also integrated to redirect erroneous or unprocessable emails for manual review. This automated decision-making approach eliminates delays, enhances efficiency, and reduces human intervention. Furthermore, automated notifications can be sent via email or messaging platforms like Slack or Microsoft Teams, ensuring that all stakeholders remain informed. By implementing a structured workflow, businesses can significantly reduce operational costs and improve turnaround times for email-based processes.

To enhance workflow efficiency, conditional triggers can be used. For example, urgent emails can be prioritized over less critical ones based on their content. Additionally, decision-making logic can be adapted over time using machine learning models, making the system smarter with each email it processes. Exception handling is also built in, where unclassified emails are routed to a human operator for manual verification, ensuring that critical business emails are never lost or misclassified.

5.4 INTEGRATION

The extracted and validated data is seamlessly integrated with enterprise applications such as CRMs, ERPs, databases, and ticketing systems. UiPath provides API integrations and database connectors that allow smooth data transfer between platforms like Salesforce, SAP, Microsoft Dynamics, and ServiceNow. For example, if an email contains invoice details, the system automatically updates the accounts payable module in an ERP system. Similarly, a customer inquiry email can be converted into a support ticket in platforms like Zendesk or Jira. This integration eliminates manual data entry, ensuring that extracted information flows directly into the required system without human intervention.

Additionally, organizations can leverage cloud-based storage solutions such as Google Drive, AWS S3, or OneDrive to store extracted documents securely. UiPath bots are capable of handling both structured (SQL databases) and unstructured (NoSQL, JSON-based) data storage formats. By integrating with these enterprise applications, the email automation system ensures that businesses can process large volumes of emails without disruption. This results in improved operational efficiency, reduced processing times, and enhanced accuracy in data management. The seamless integration of RPA bots with enterprise platforms bridges the gap between email communication and business process execution.

For better scalability, organizations can deploy bots on cloud environments, allowing distributed processing of large email volumes. Cloud integration also ensures high availability, backup, and disaster recovery, making the system more robust. By integrating with these enterprise applications, the email automation system ensures that businesses can process large volumes of emails without disruption. This results in improved operational efficiency, reduced processing times, and enhanced accuracy in data management.

5.5 SYSTEM DEPLOYMENT

A robust logging and monitoring system is implemented to track every step of the email automation process. UiPath generates detailed logs and reports, capturing key metrics such as email processing success rates, failure rates, and automation accuracy. UiPath Insights, a real-time analytics tool, provides interactive dashboards to monitor bot performance and email processing trends. If an error occurs—such as missing data, unreadable attachments, or incorrect classification—UiPath bots trigger exception-handling workflows. These workflows either attempt to reprocess the email or escalate it to a human reviewer.

Alerts can be sent via email, SMS, or enterprise messaging platforms to notify relevant teams. Additionally, audit logs are maintained for compliance and security purposes, ensuring that all email interactions are properly documented. This step also involves continuous learning and improvement, where machine learning models and automation rules are fine-tuned based on past errors. As the system processes more emails, it becomes increasingly accurate, further reducing manual intervention and enhancing efficiency.

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CHAPTER 6

CONCLUSION

6.1 CONCLUSION

The Email Parsing Automation Tool using UiPath significantly enhances efficiency by automating the extraction, classification, and processing of email data. By leveraging machine learning, natural language processing (NLP), and rule-based automation, the system ensures accurate data retrieval while minimizing human intervention. The integration with enterprise applications like CRMs, ERPs, and databases streamlines workflows, reducing manual effort and improving decision-making processes. Through real-time monitoring, logging, and exception handling, the tool guarantees high reliability and adaptability, enabling businesses to scale automation seamlessly. Features like OCR for attachments, AI-based text parsing, and intelligent workflow routing further enhance its robustness, making it a valuable asset for organizations dealing with high email volumes. Overall, this automation system eliminates inefficiencies, boosts productivity, and ensures faster, error-free email management. As businesses increasingly move towards automation, implementing such an intelligent solution not only saves time and resources but also enhances overall operational agility and data accuracy.

6.2 FUTURE ENHANCEMENTS

Future enhancements for the Email Parsing Automation Tool using UiPath can include AI-driven contextual analysis to improve accuracy in extracting and interpreting email content. Implementing adaptive learning models will allow the system to evolve based on patterns and user feedback, enhancing precision over time. Integration with voice-based assistants and chatbots could enable hands-free email management, while multi-language support can expand usability across global enterprises. Additionally, incorporating blockchain for secure email tracking and RPA analytics dashboards for real-time monitoring will improve security and performance. These advancements will make the tool more intelligent, scalable, and adaptable to future business needs.

CHAPTER 7

APPENDIX

- Programming Languages: Python, C#
- Automation Tool: UiPath
- Frameworks & Libraries: UiPath Orchestrator, Regex, NLP Libraries
- Databases: SQL Server, MongoDB
- Cloud Services: Microsoft Azure, AWS Lambda
- Email Services: Microsoft Outlook, Gmail API, IMAP/SMTP
- Security Measures: OAuth 2.0 Authentication, Data Encryption
- Hardware Requirements: Minimum 8GB RAM, Multi-core Processor, SSD Storage

CHAPTER 8

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<https://www.baeldung.com/java-email-parsing-apache-tika>
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