

AI EMAIL MONITOR

Build a \$3K/Month Solution That Saves Support Teams 15+ Hours
Weekly

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I BUILT THIS FOR A LOGISTICS COMPANY DROWNING IN EMAIL

The problem:

- 200-300 emails daily across 3 inboxes
- Customer inquiries, supplier updates, internal questions
- Team spending 3-4 hours daily just triaging email
- Urgent messages buried under noise
- 24-48 hour average response time

What I built:

- AI system that reads every email
- Categorizes by urgency and type
- Flags urgent messages instantly
- Drafts responses for approval
- Reduces triage time from 4 hours to 30 minutes daily

What I charge: \$4K/month

Build time: 4 days

Their savings: $3.5 \text{ hours daily} \times \$40/\text{hour} = \$560 \text{ daily} = \$12K \text{ monthly}$

ROI: They save \$8K monthly after paying me.

WHY EMAIL MONITORING SELLS

THE EMAIL OVERLOAD CRISIS

Every growing business hits this:

- Volume exceeds human capacity
- Can't hire fast enough
- Important messages get missed
- Response times slip
- Customer satisfaction drops

WHO NEEDS THIS

- **Customer support teams:** 100+ tickets daily
- **Logistics companies:** Tracking inquiries, delivery issues
- **E-commerce:** Order questions, returns, complaints
- **Professional services:** Client inquiries, project updates
- **Property management:** Tenant requests, maintenance issues

THE ROI MATH

5-person support team:

- Each spends 2 hours daily on email triage
- That's 10 hours daily = 50 hours weekly
- At \$35/hour = \$1,750 weekly = \$7K monthly waste

Your solution: \$3-4K monthly

Saves: 40 hours weekly + faster response times + fewer missed urgent emails

THE COMPLETE TECH STACK

1. Gmail or Outlook API

Cost: Free

What it does: Reads incoming emails in real-time

2. Claude API

Cost: \$0.10-0.30 per email analyzed

What it does: Categorizes, prioritizes, drafts responses

3. Make.com

Cost: \$9-29/month

What it does: Automates the workflow

4. Slack or Teams

Cost: Free tier works

What it does: Sends urgent email alerts

5. Google Sheets or Airtable

Cost: Free

What it does: Dashboard showing email analytics

TOTAL COST: \$20-50/month

What you charge: \$3-4K/month

Margin: 95%+

THE 4-DAY BUILD PROCESS

DAY 1: EMAIL INTEGRATION & BASIC CATEGORIZATION

Hour 1-2: Gmail API Setup

1. Enable Gmail API in Google Cloud
2. Create OAuth credentials
3. Test reading emails via API

Hour 3-5: Write Categorization Prompt

"You are an email triage assistant. Analyze this email and provide:

URGENCY (1-10 scale):

- 9-10: *Immediate action needed (complaints, urgent requests, system failures)*
- 6-8: *Important but not urgent (quotes, follow-ups)*
- 3-5: *Routine (general inquiries, updates)*
- 1-2: *Low priority (newsletters, notifications)*

CATEGORY:

- *Customer Support*
- *Sales Inquiry*
- *Operations/Logistics*
- *Supplier Communication*
- *Internal*
- *Spam/Irrelevant*

SUGGESTED ACTION:

- *Immediate response needed*
- *Schedule follow-up*
- *Add to queue*
- *Archive*

KEY POINTS:

Extract the main points/questions in bullet form

SUGGESTED RESPONSE:

Draft a reply (if applicable)

Return as JSON."

Hour 6-8: Build & Test Categorization

- Connect to client's test inbox

- Process last 100 emails
- Verify categorization accuracy
- Adjust prompt based on results

DAY 2: AUTOMATION & ALERTING

Build Make.com Workflow:

- Trigger: New email arrives
- Action 1: Send to Claude for analysis
- Action 2: Log to tracking sheet
- Action 3: If urgency >8, send Slack alert
- Action 4: Add to appropriate category queue
- Action 5: Store drafted response

DAY 3: RESPONSE DRAFTING & DASHBOARD

Response Templates:

- Build template library for common scenarios
- Claude uses templates as base, customizes to email
- Human reviews before sending

Dashboard:

- Email volume by category
- Average urgency scores
- Response time tracking
- Team performance metrics

DAY 4: TESTING & POLISH

- Process 200+ real emails
- Check false positives on urgency
- Verify Slack alerts work
- Train client team on dashboard

THE EXACT CLAUDE PROMPTS

Prompt 1: System Design

"I need to build an email monitoring system that:

1. *Reads incoming emails in real-time*
2. *Categorizes by urgency and type*
3. *Alerts team to urgent messages*
4. *Drafts response suggestions*
5. *Tracks metrics in a dashboard*

What's the best tech stack? Give me specific tools."

Prompt 2: Build Gmail Reader

"Write Python code that:

- *Connects to Gmail API*
- *Reads new emails since last check*
- *Extracts: subject, sender, body, timestamp*
- *Returns as JSON array*

Include error handling and authentication."

Prompt 3: Response Drafting

"Given this email: [paste email]

And this response template: [paste template]

Draft a professional response that:

- *Addresses all points raised*
- *Maintains company tone*
- *Includes next steps*
- *Is under 150 words unless complexity requires more"*

THE DEMO THAT CLOSES

Pre-Demo Setup

Ask for access to their test inbox (or have them forward 20 emails). Process them before the call.

The Live Demo

1. Show the tracking sheet - 20 emails processed
2. Point out urgency scores and categories
3. Show a high-urgency email → Slack alert
4. Show a drafted response
5. Send a test email during call → watch it process live

The Kicker

"This just analyzed 20 emails in 3 minutes and gave you actionable intelligence on each one. How long would your team take?"

OBJECTION HANDLING

"What if it gets urgency wrong?"

"I tune the urgency thresholds based on your business. Plus, you review before responding - this is triage assistance, not autopilot."

"Can it handle our specific terminology?"

"Yes - I customize the categorization based on your business. Give me examples and I'll train it on your language."

"What about security/privacy?"

"We use OAuth (no passwords stored), encrypted connections, and can sign an NDA. The AI doesn't store email content - just metadata."

THE 14-DAY DELIVERY

Week 1:

- Days 1-2: Discovery, inbox access setup
- Days 3-5: Build customized system
- Days 6-7: Internal testing with real emails

Week 2:

- Days 8-9: Client testing
- Days 10-11: Refinements
- Days 12-13: Team training
- Day 14: Go live

SCALING TO MULTIPLE CLIENTS

After client #1:

- Base categorization prompt (80% reusable)
- Make.com workflow (100% reusable)
- Dashboard template (100% reusable)

Client #2: 3 hours setup

Client #3+: 2 hours setup

PRICING TIERS

- **Basic:** \$2K/month - 1 inbox, categorization only
- **Pro:** \$4K/month - 3 inboxes, response drafting, alerts
- **Enterprise:** \$6K/month - Unlimited inboxes, custom integrations

WANT THE COMPLETE PROMPTS AND WORKFLOW TEMPLATES?

Join the Amalfi AI Mentorship: \$97 one-time

- Complete categorization prompts
- Gmail/Outlook integration code
- Make.com workflow template
- Dashboard with formulas
- Response template library
- Security & compliance guide

www.amalfiai.com/mentorship