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**Email Classification for Helpdesk**

**Abstract**

Email has taken a significant role in all businesses around the world. It is a fast and effective way to communicate between customers and company or organization, but it is also an inherent problem when the volume of email increases. It is posing a challenge for email management and decision making based on the purpose of the emails. With the hope to find a way to help to automate the making decision process, this proposal outlines a project aimed at developing a machine learning model for the classification of email content. The primary objective is to automate the decision-making process, shedding light on the specific nature of each email, whether it pertains to IT support, general inquiries, or addresses particular issues within the IT domain base on this classification information another system can take appropriate action such as automating ticket creation process and assign the ticket to appropriate department or specific person for the next action in the process.