

Office Wizard - App Summary

What it is

Internal Gadget app (email-wizard) for managing inbound customer email conversations, triage, and responses.

Combines a React Router web UI with Gadget server actions that sync, classify, and reply to emails.

Who it's for

Customer support agents and admins handling email support for an e-commerce brand (Model Railway Scenes is referenced in AI prompts).

What it does

- Syncs Microsoft 365 inbox messages into conversations and emailMessage records via Graph API.
- Runs triage/classification with priority, category, sentiment, and automation flags.
- Generates AI draft replies (Anthropic/Claude) and records AI comment audit logs.
- Sends replies or saves drafts through Microsoft Graph with template, signature, and approval checks.
- Supports batch review actions in the triage queue (send, archive, assign, move, resolve).
- Looks up Shopify customers/orders to enrich conversation context.

How it works

- Frontend in web/ uses React Router and @gadgetinc/react with a Gadget API client (web/api.ts).
- Backend in api/ is a Gadget server with models for conversations, email messages, templates, signatures, and settings.
- Email pipeline: pollMailbox/fetchEmails call syncEmailsViaGraphAPI to ingest messages, then run triage actions.
- AI and integrations: classificationService uses OpenAI when configured, generateDraft uses Anthropic, Shopify lookup is via REST API.

How to run

- Install dependencies: yarn install
- Start dev server: yarn dev (React Router dev).
- Production build: yarn build, then yarn start.
- Environment/credential setup details: Not found in repo.