Hackathon 3.0

Inventive Minds | Limitless AI

Your challenge is to develop an intelligent system that processes and categorizes email requests from insurance policyholders. The goal is to **automatically read, understand, and categorize requests** in emails, then **derive the necessary actions** based on the content.

➢ Problem Statement:

Design and implement an **automated email processing system** that can:

1. **Parse Incoming Emails**: The system should be able to read incoming emails from insurance policyholders.

2. **Identify the Request**: Once the email is parsed, the system must accurately **understand** the content of the email and **distinguish the type of request** being made by the policyholder (e.g., claim submission, policy update, premium inquiry, etc.).

3. **Categorize the Request:** Based on the identified request, the system should categorize it into predefined categories (e.g., claim, billing, policy update, etc.).

4. **Derive Action Steps**: Once the email is categorized, the system should be able to **suggest appropriate actions** (e.g., create a claim record, schedule a policy review, provide premium payment details, etc.).

➢ Expected Deliverables:

1. **A working system** that parses emails, identifies requests, classifies them, and derives suitable action items (e.g., via automated responses or suggesting specific workflows).

2. **Documentation** explaining your approach, the AI models used, and any integrations implemented.

3. **Demo or Example**: A short demo or set of example emails showing how the system works with real or simulated insurance emails.