**Email Processing**

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|  | **Auto Action** | **Human in the Loop Action** |
| High Priority | 1. Apply a "URGENT" label 2. Summarise email in bullet format, highlighting important points 3. Create a **High-Priority record** in the log database log with date/time stamp | 1. Extract High Priority Report color coded as follows:   0-24hrs : Green  24-48hrs: Amber  >48hrs: Red   1. Review auto reply draft and approve/ delete |
| Important | 1. Apply a "INTERNAL" and “IMPORTANT”labels 2. Create an Important record in the log database with date/time stamp 3. Draft auto-response | 1. Extract High Priority Report color coded as follows:   0-24hrs : Green  24-48hrs: Amber  >48hrs: Red   1. Review draft and/or delegate |
| Low priority | 1. Apply “Low Priority” label 2. Unsubscribe if not on the Subscriptions Whitelist 3. Delete if not on the Subscriptions whitelist 4. Create a Low Priority record in the log database with date/time stamp | 1. Review deleted emails 2. Restore subscriptipons to be retained and add to the Subscriptions Whitelist. |