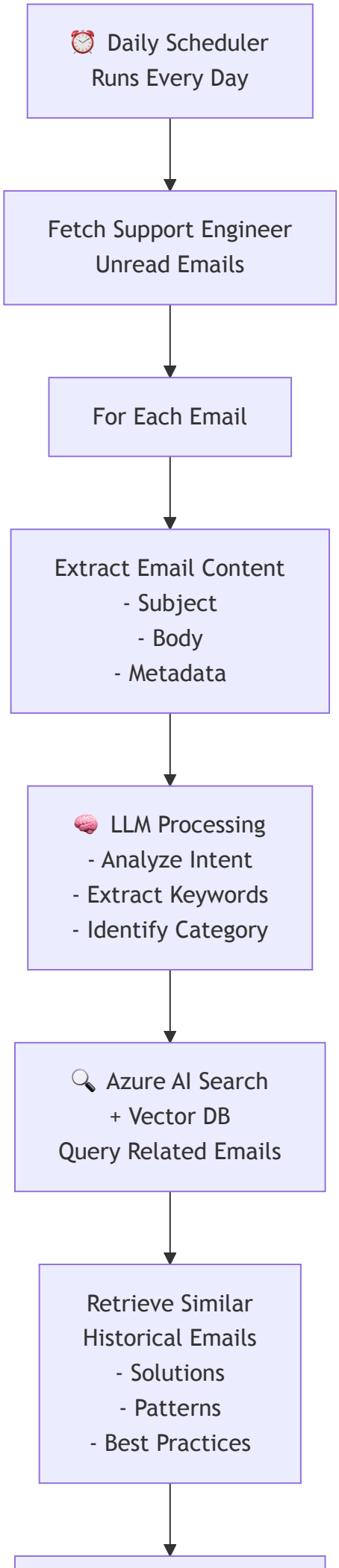
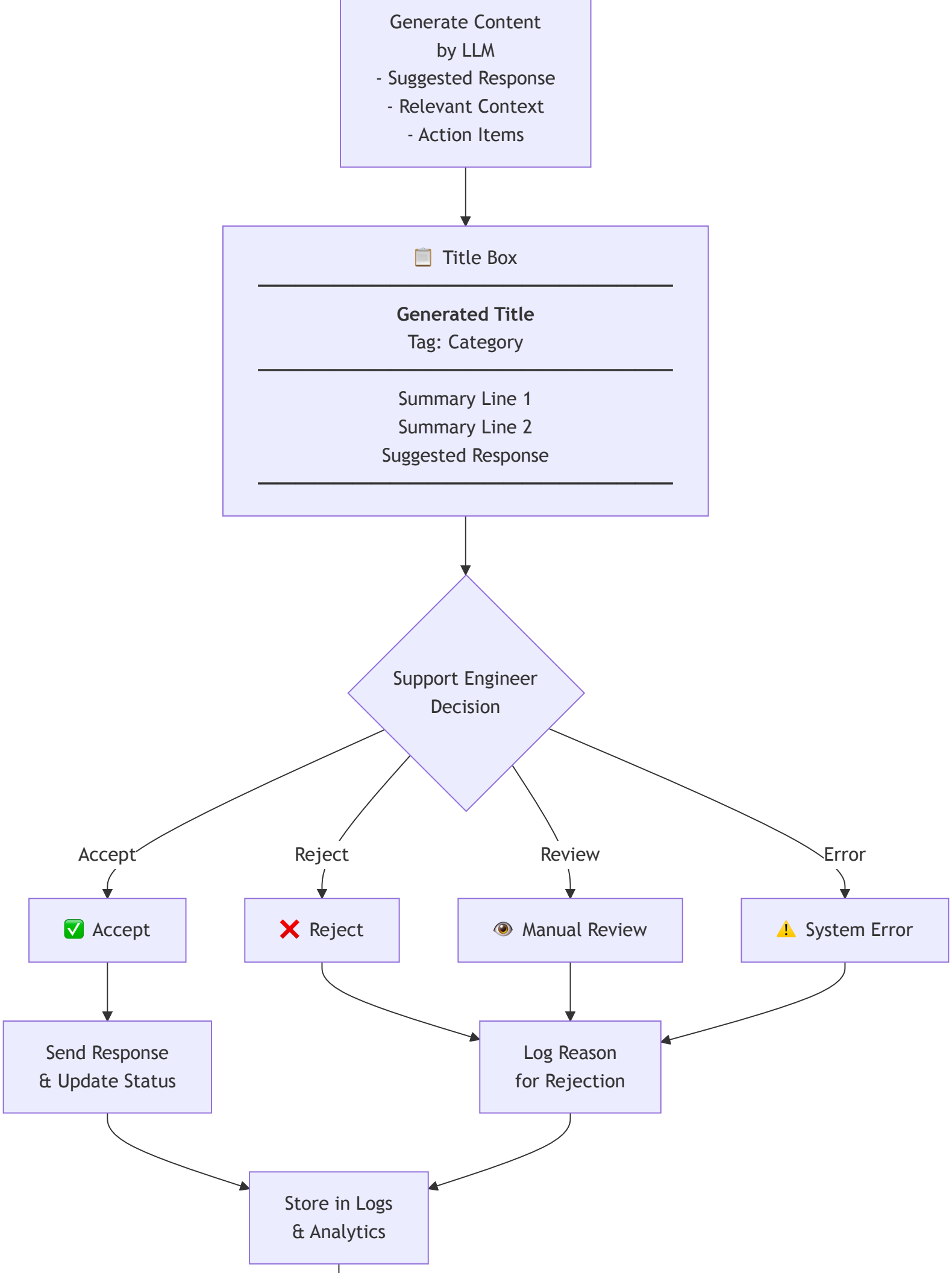
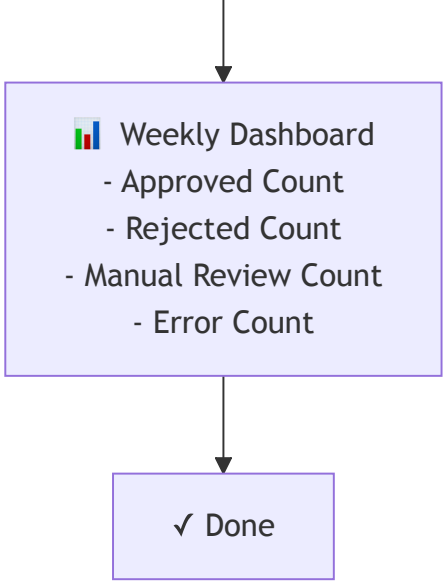

⏰ Daily Scheduler
Runs Every Day
Fetch Support Engineer
Unread Emails
For Each Email
Extract Email Content
- Subject
- Body
- Metadata
🧠 LLM Processing
- Analyze Intent
- Extract Keywords
- Identify Category
🔍 Azure AI Search
+ Vector DB
Query Related Emails
Retrieve Similar
Historical Emails
- Solutions
- Patterns
- Best Practices


Generate Content
by LLM
- Suggested Response
- Relevant Context
- Action Items
📋 Title Box
Generated Title
Tag: Category
Summary Line 1
Summary Line 2
Suggested Response
Support Engineer
Decision
Accept
Reject
Review
Error
✅ Accept
❌ Reject
👁️ Manual Review
⚠️ System Error
Send Response
& Update Status
Log Reason
for Rejection
Store in Logs
& Analytics


📊 Weekly Dashboard
- Approved Count
- Rejected Count
- Manual Review Count
- Error Count
✓ Done