Email Priority Mini Rubric

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1) URGENT (score 2)
   - Immediate customer/business impact
if delayed
   - Time-critical (today/within hours)
   - Security/privacy incidents
   -
Executive/VIP escalation
   - Blocking issues (checkout/login/production)

2) NORMAL
(score 1)
   - Action needed soon (EOD/tomorrow)
   - Non-blocking bugs / standard
support

3) LOW (score 0)
   - Non-blocking or long-term asks
   - Feature ideas /
enhancements
   - FYIs / newsletters / general announcements

TIE-BREAKERS
- If
security/privacy plausible → URGENT
- "Urgent" in text but benign → NORMAL unless
impact/time pressure explicit
- If unsure → NORMAL + leave notes

QUALITY NOTES
- Dual-
label ~10–15% and adjudicate disagreements
- Track Cohen's kappa (target ≥ 0.75)
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Prefer concise notes on tricky items