

Challenge 2

MISSPRINTS

Email Automation

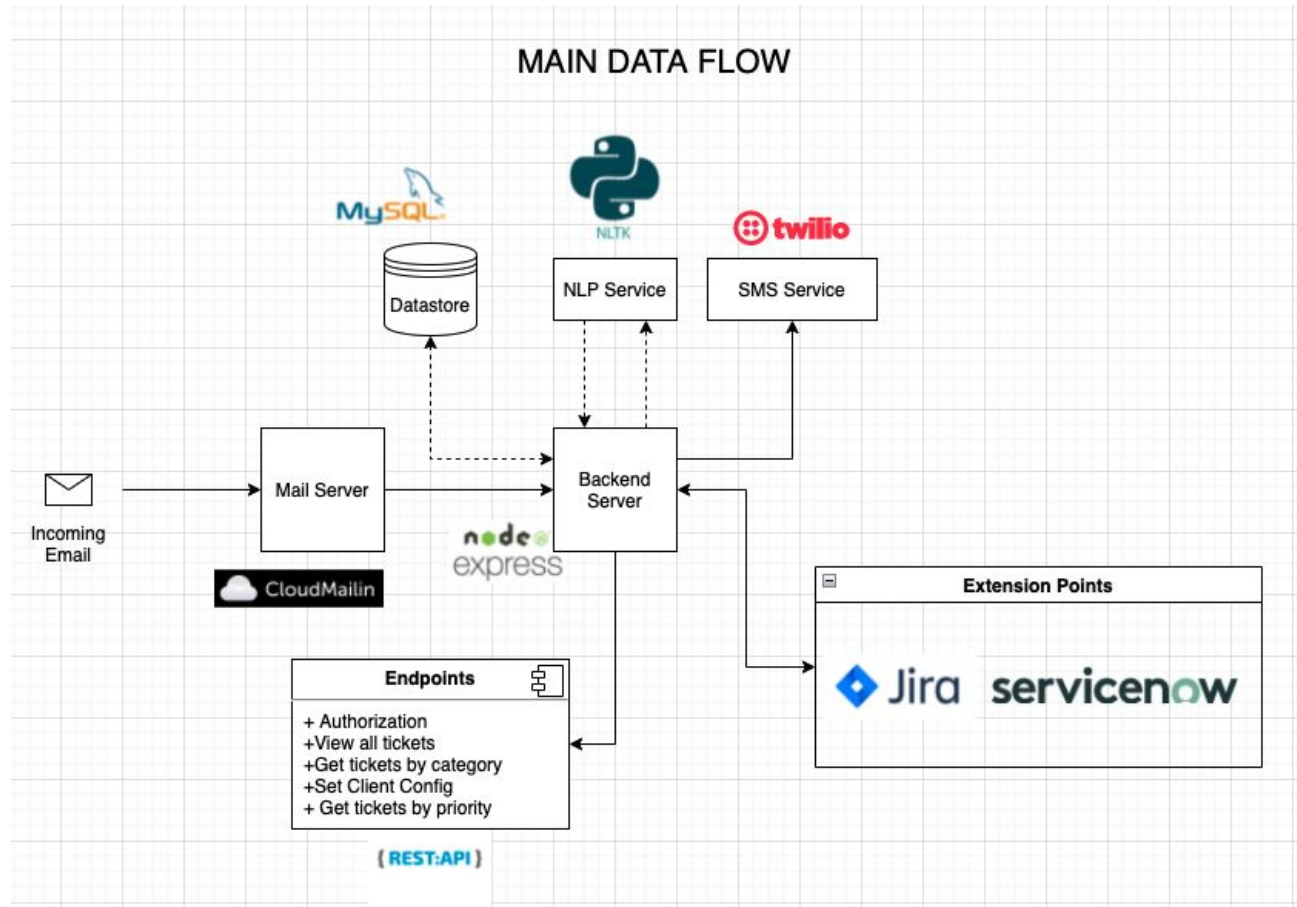


PROBLEM DEFINITION

Hard to maintain the SLA when the support team gets too many emails having to attend to them manually.

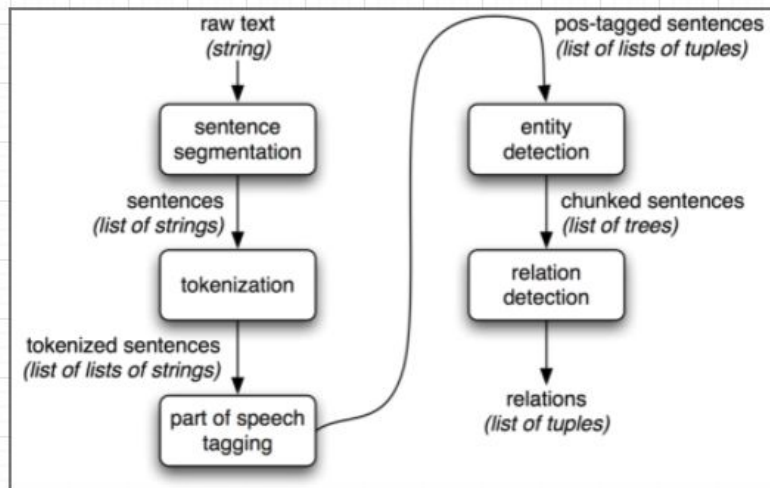


SOLUTIONS ARCHITECTURE

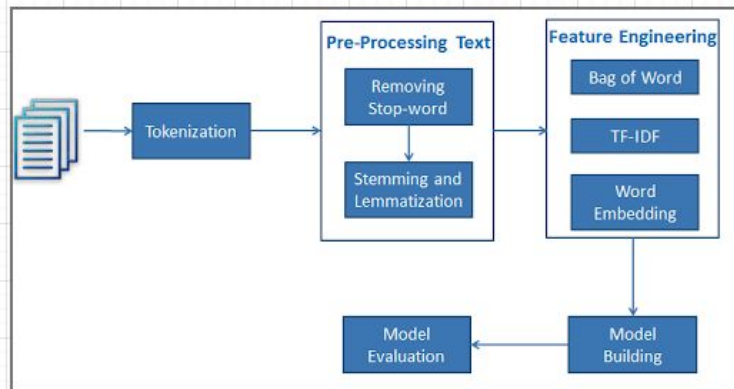


NATURAL LANGUAGE PROCESSING

NLTK pipeline for
Information Extraction



NLTK pipeline for Text
Classification



NATURAL LANGUAGE PROCESSING

localhost:5000/classify

POST



localhost:5000/classify

Params

Authorization

Headers (8)

Body

Pre-request S

Query Params

	KEY	VALUE
<input type="checkbox"/>	content	pleas
	Key	Value

Body

Cookies

Headers (5)

Test Results

Pretty

Raw

Preview

Visualize

JSON



```
1 {  
2   "high": 0.16476327398211213,  
3   "issue": 0.8678758358434401,  
4   "low": 0.6389490176068536,  
5   "medium": 0.18045845550746073,  
6   "request": 0.11250602961624802  
7 }
```

Email Forward (SMTP) - dc38afceaa64ec80ead9



Show 1 Day

1

Successful Today

2

Delayed Today

2

Rejected Today

5

Total Today

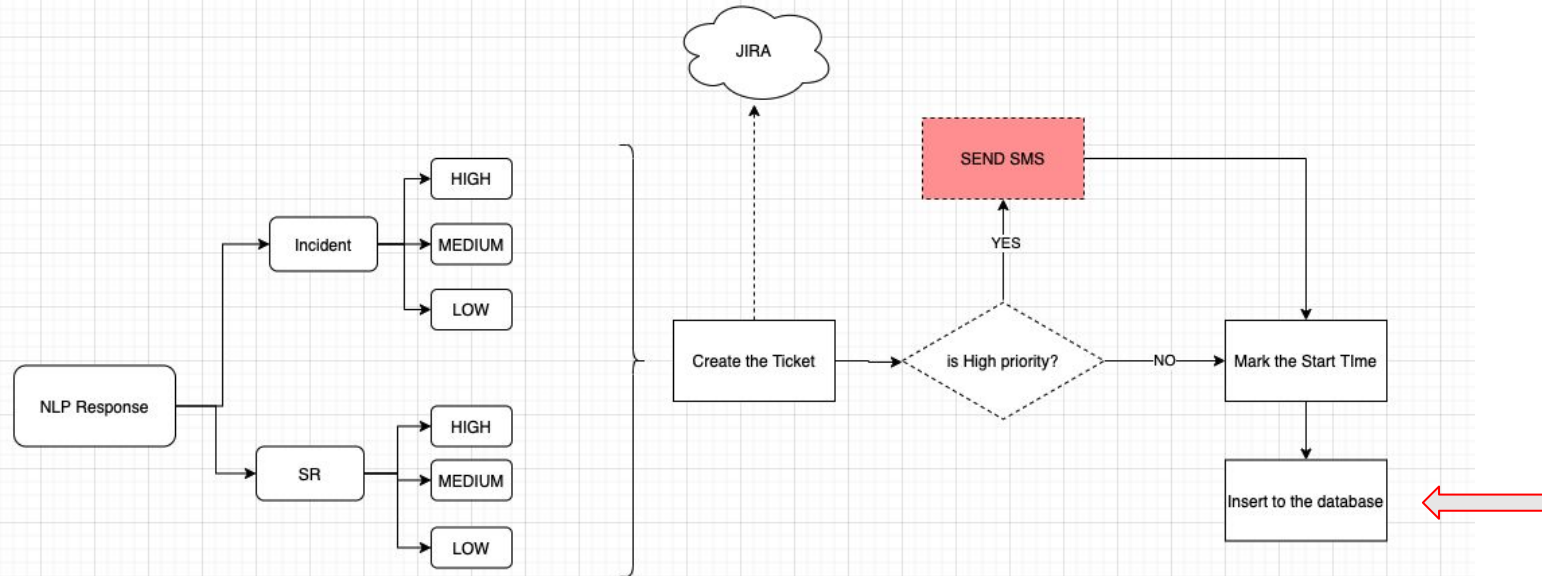
Receiving Email At: dc38afceaa64ec80ead9@cloudmailin.net
Forwarding to: http://34.152.15.28:3000/incoming_mails via HTTP POST
Format: JSON - Normalized (recommended) (documentation)

[Back to List](#)[Edit Target](#)

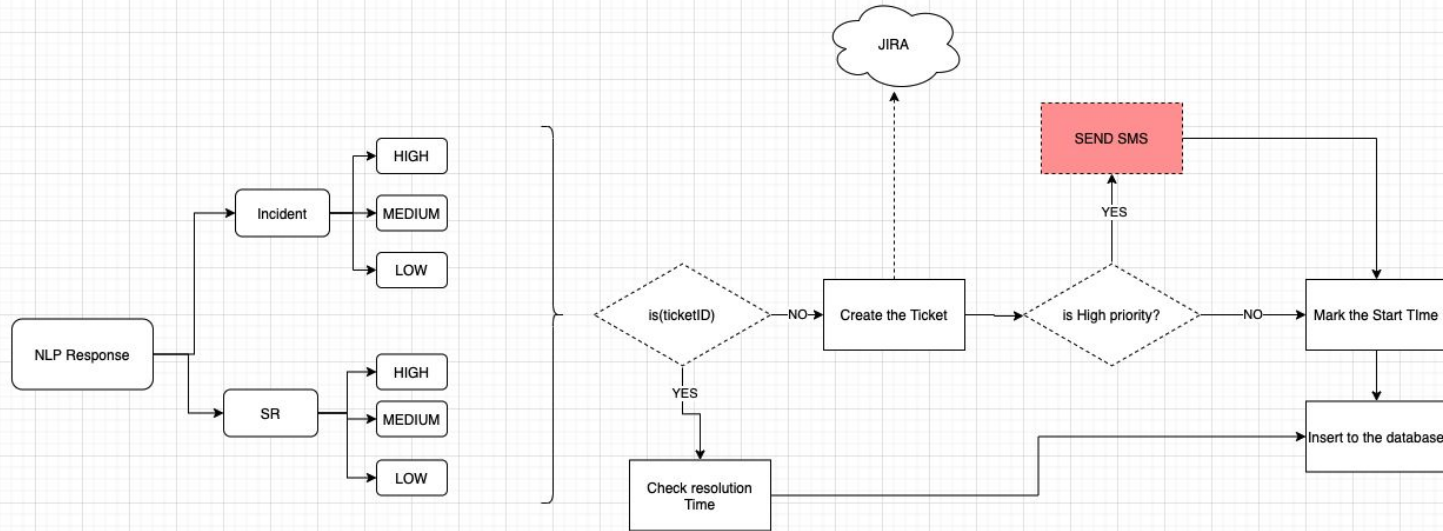
New statuses are available click here to update

Status	ID	To	From	Subject	Date	Details
Timeout	61a0bab0.1c69fb81.1bc14.d...	dc38afceaa64ec80ead9@clo...	w watsonoliver85@gmail.com	DB server not responding to ...	about an hour ago	Details
Timeout	61a0b915.1c69fb81.24b15.d...	dc38afceaa64ec80ead9@clo...	s senkuttuvanchera@gmail....	Sales report of last week	about an hour ago	Details
Timeout	61a0ba49.1c69fb81.2559b.3...	dc38afceaa64ec80ead9@clo...	w watsonoliver85@gmail.com	Out of office	about an hour ago	Details
Timeout	61a0b8ae.1c69fb81.d7d6f.a4...	dc38afceaa64ec80ead9@clo...	m maaravarmank@gmail.com	Invoice missing for 3 customers	about an hour ago	Details

TICKETING PROCESSING



TICKETING PROCESSING



TICKETING PROCESSING



Jira Software

Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

People ▾

Apps ▾

Create



SREHack

Software project



Roadmap



Board



Code



Project pages



Add shortcut



Project settings

Projects / SREHack

SREH board



Label ▾

GROUP BY None ▾

TO DO 3 ISSUES

IN PROGRESS

DONE ✓



DB server not responding to
sql developer

incident HIGH

✓ SREH-1

Laptop to be allocated for new
member

Service-Request MEDIUM

✓ SREH-2

App server not responding to
ssh

HIGH incident

✓ SREH-3


+ Create issue

TICKETING PROCESSING


Jira Software


Your work


Projects


 SREHack


Software project


 Roadmap

 Board

 Code

 Project pages

 Add shortcut

 Project settings

Projects / SREHack

SREHack

Attach

Add a child issue

Link issue

Description

Unsaved changes

Hi Team

I have difficulty to login to app server **PHP** via SSH.
Appriciate if you can attend to the issue at your earliest convenion.

Thank you

O.Watson

Activity

Show: All Comments History

Newest first

MK

Add a comment...

Pro tip: press **M** to comment

MK

Mr. Suvin Nimnaka Kodituwakku

20 seconds ago

Watson Oliver

Yes, it is working.

Thanks for your help

Edit · Delete ·

TO DO 2 ISSUES

DB server r
sql develop

incident

☒ SREH-1

Laptop to b
member

Service-R

☒ SREH-2

+ Create i

1

To Do

Pinned fields

Click on the next to a field label to s

Details

Assignee

Unassign

Labels

incident

HIC

Reporter

MK

 Mr. Suvin
Kodituwakku


Created 1 minute ago

Updated 1 minute ago

TICKETING PROCESSING

 Add epic /  SREH-3

App server not responding to ssh

 Attach  Add a child issue  Link issue 

Description • Unsaved changes

Hi Team

I have difficulty to login to app server **PHP** via SSH.
Appriciate if you can attend to the issue at your earliest convenion.

Thank you
O.Watson

Activity

Show: **All** **Comments** History

Newest first 



Add a comment...

Pro tip: press **M** to comment



Mr. Suvin Nimnaka Kodituwakku 20 seconds ago
Watson Oliver

Yes, it is working.

Thanks for your help

Edit · Delete · 



Mr. Suvin Nimnaka Kodituwakku 58 seconds ago
sugunan kumaraguru

We fix the issue. Could you please check and confirm.

Edit · Delete · 

  1   ... 

To Do 

Pinned fields

Click on the  next to a field label to start pinning.

Details

Assignee  Unassigned

Labels **incident** **HIGH**

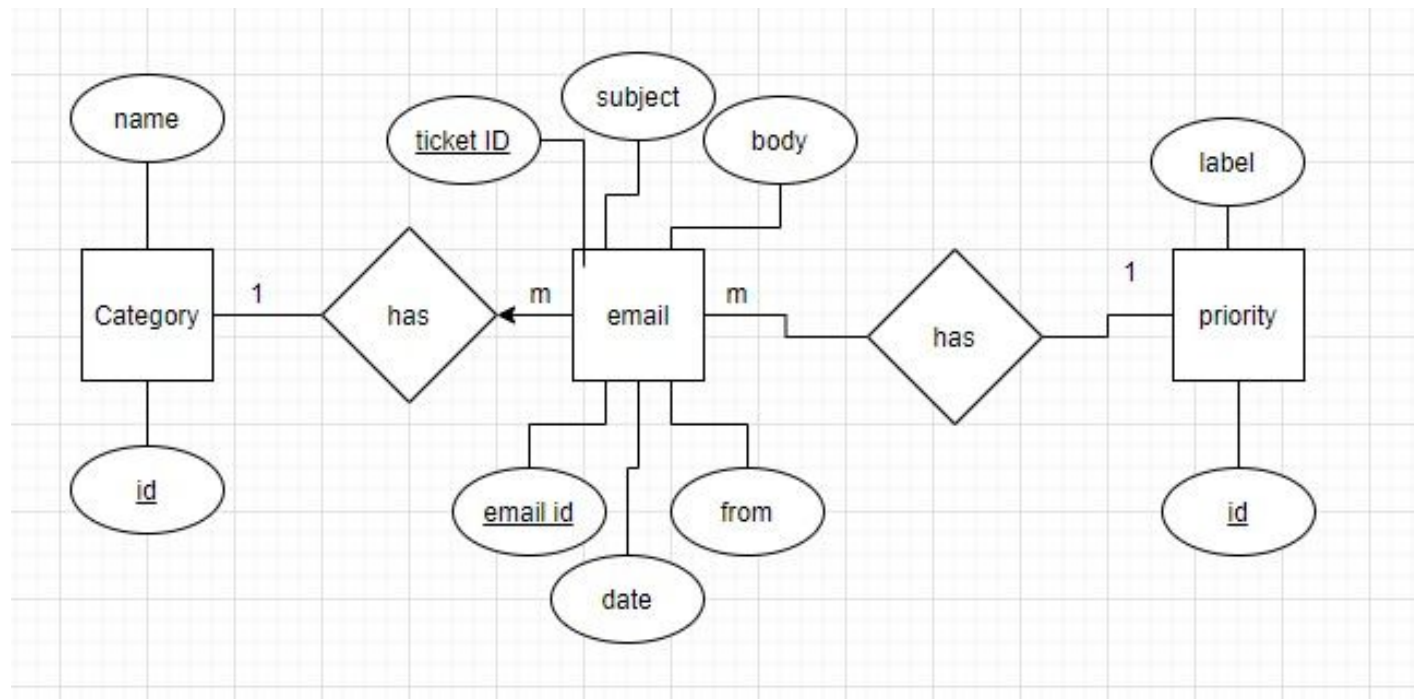
Reporter  Mr. Suvin Nimnaka
Kodituwakku

Created 1 minute ago

Updated 1 minute ago

 Configure

ER DIAGRAM





**LETS HAVE A LOOK AT THE
COMPONENTS**

THANK YOU

Any Questions?

