Challenge 2

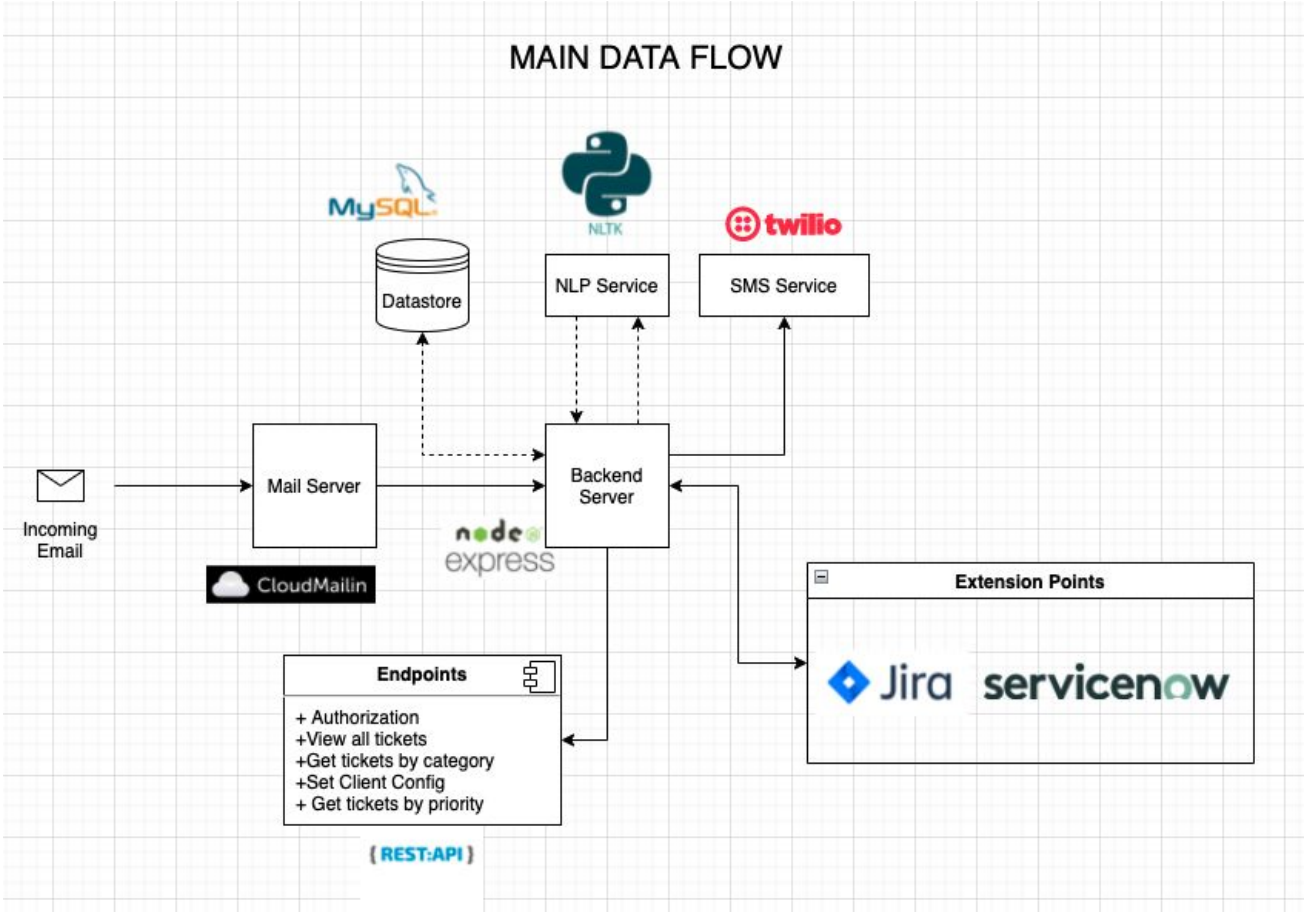
MISSPRINTS

Email Automation

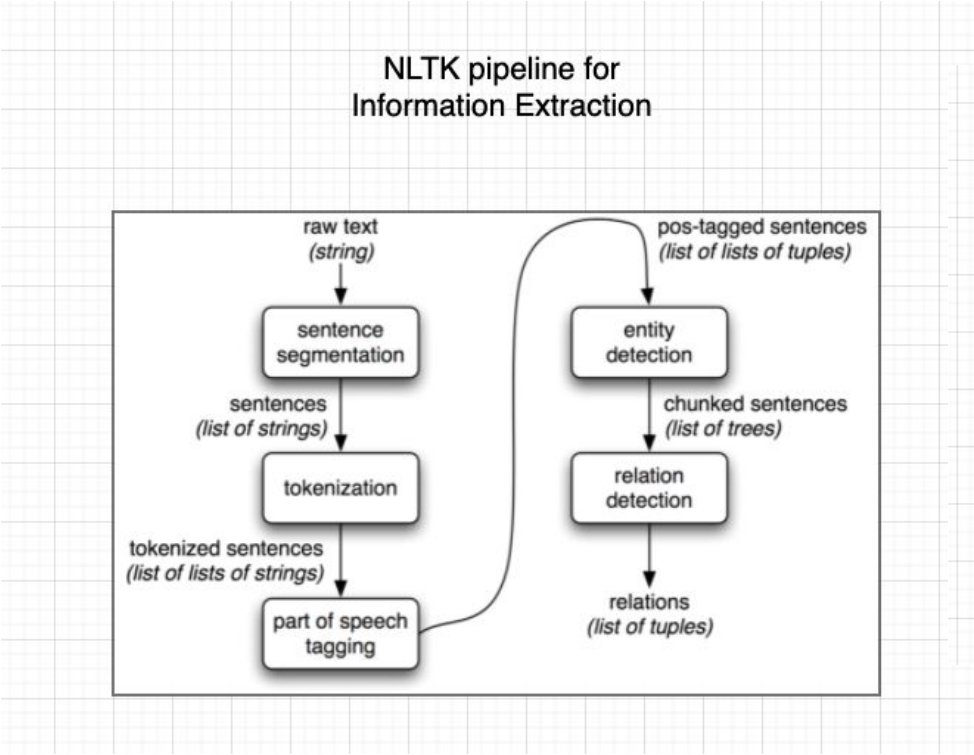
PROBLEM DEFINITION

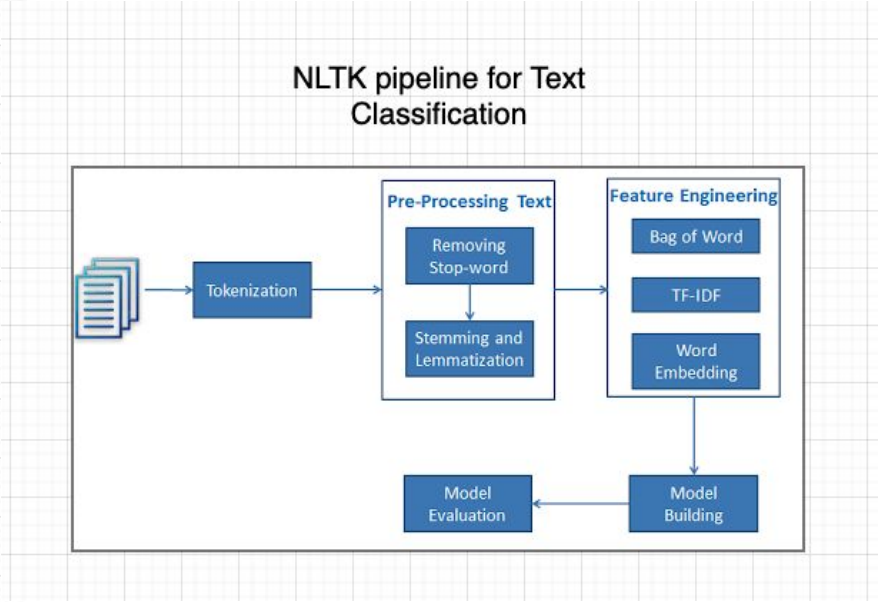
Hard to maintain the SLA when the support team gets too many emails having to attend to them manually.

SOLUTIONS ARCHITECTURE



NATURAL LANGUAGE PROCESSING





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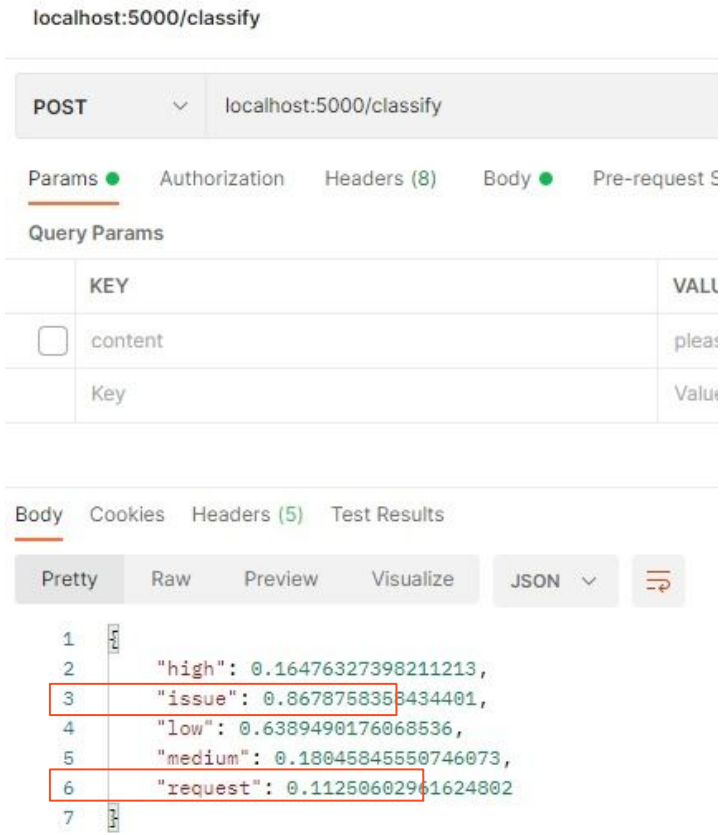


MAIL PARSING

Email Forward (SMTP) - dc38afceaa64ec80ead9

Show 1 Day

1	2	2	5
Successful Today	Delayed Today	Rejected Today	Total Today

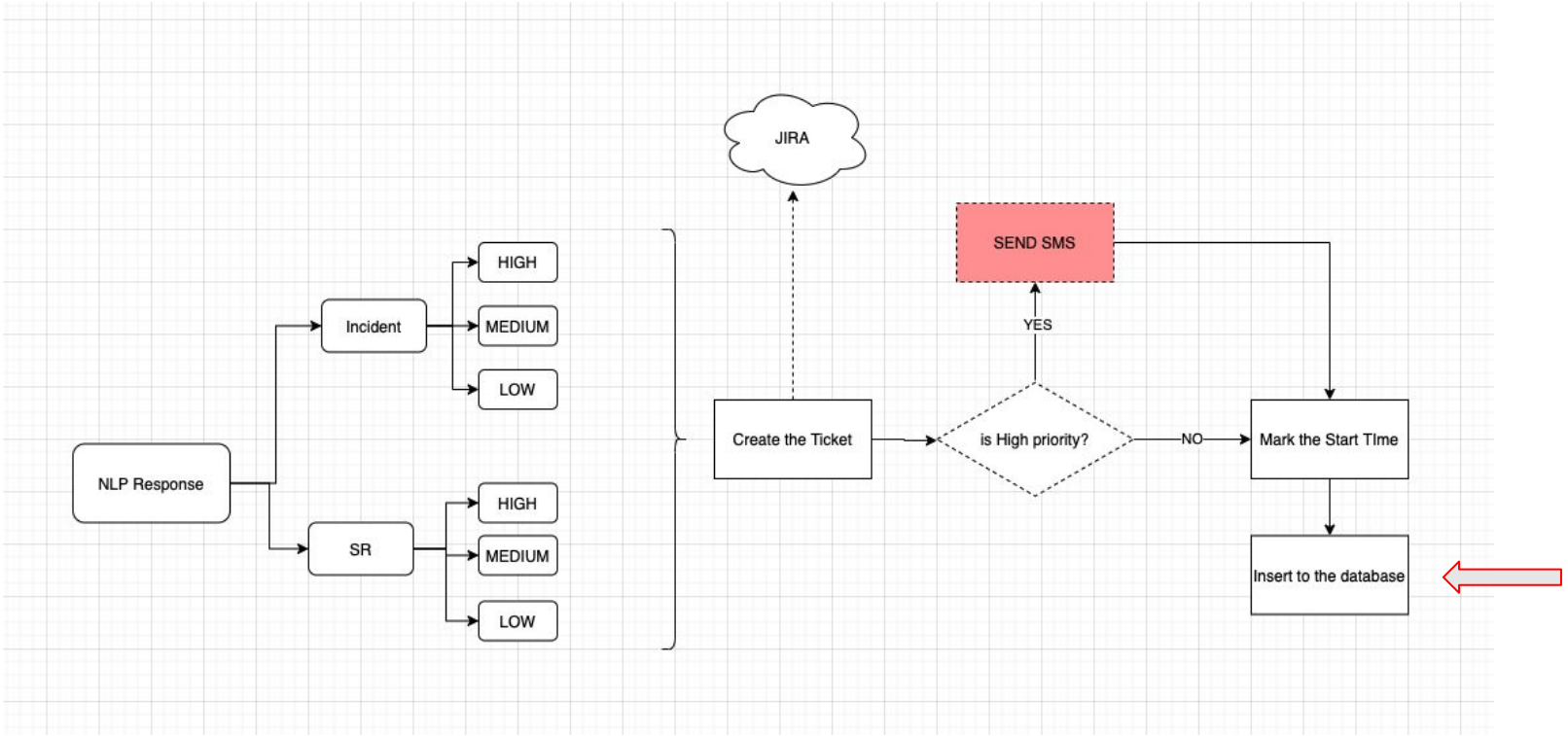
Receiving Email At: dc38afceaa64ec80ead9@cloudmailin.net
Forwarding to: http://34.152.15.28:3000/incoming_mails via HTTP POST
Format: JSON - Normalized (recommended) (documentation)

Back to List | Edit Target

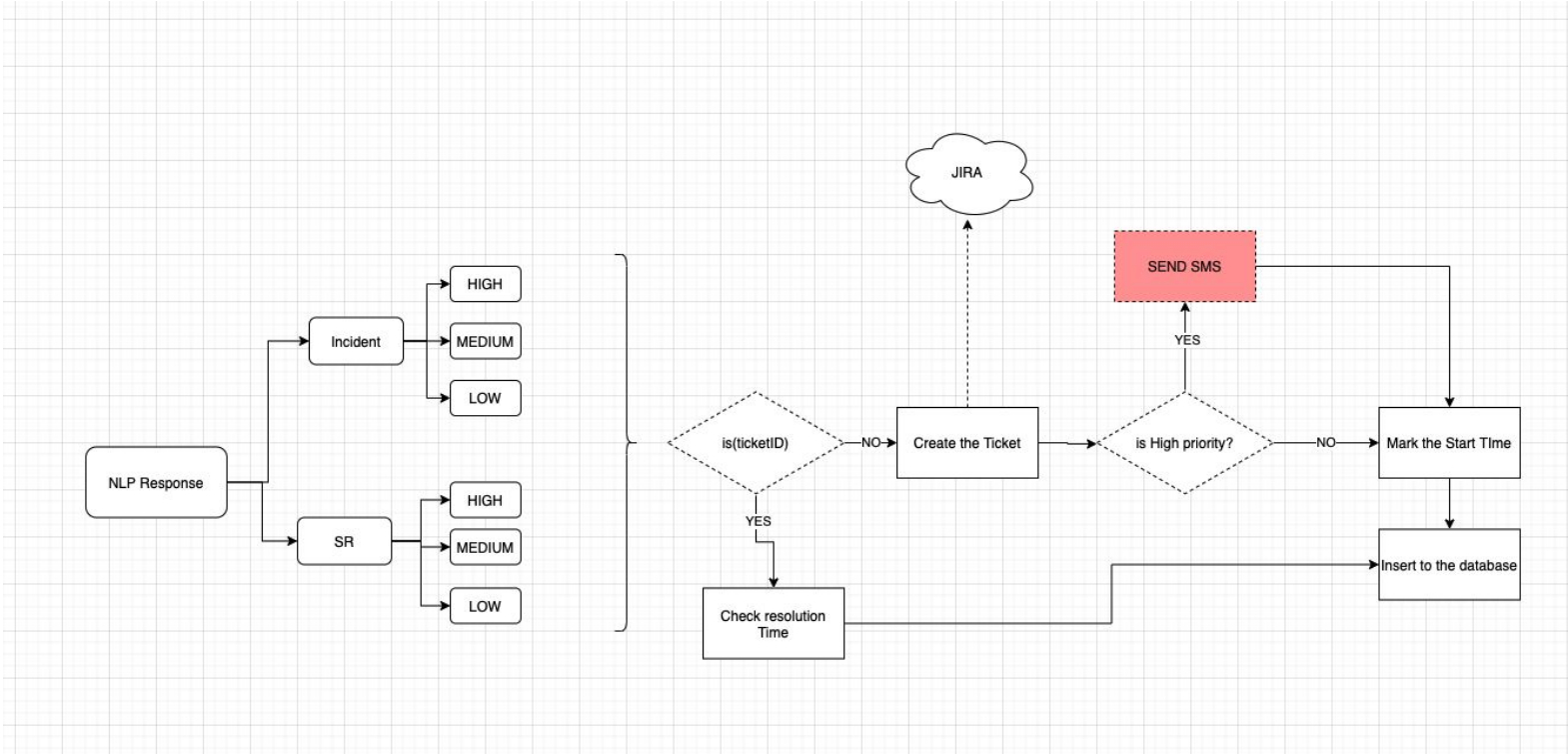
New statuses are available click here to update

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

TICKETING PROCESSING



TICKETING PROCESSING



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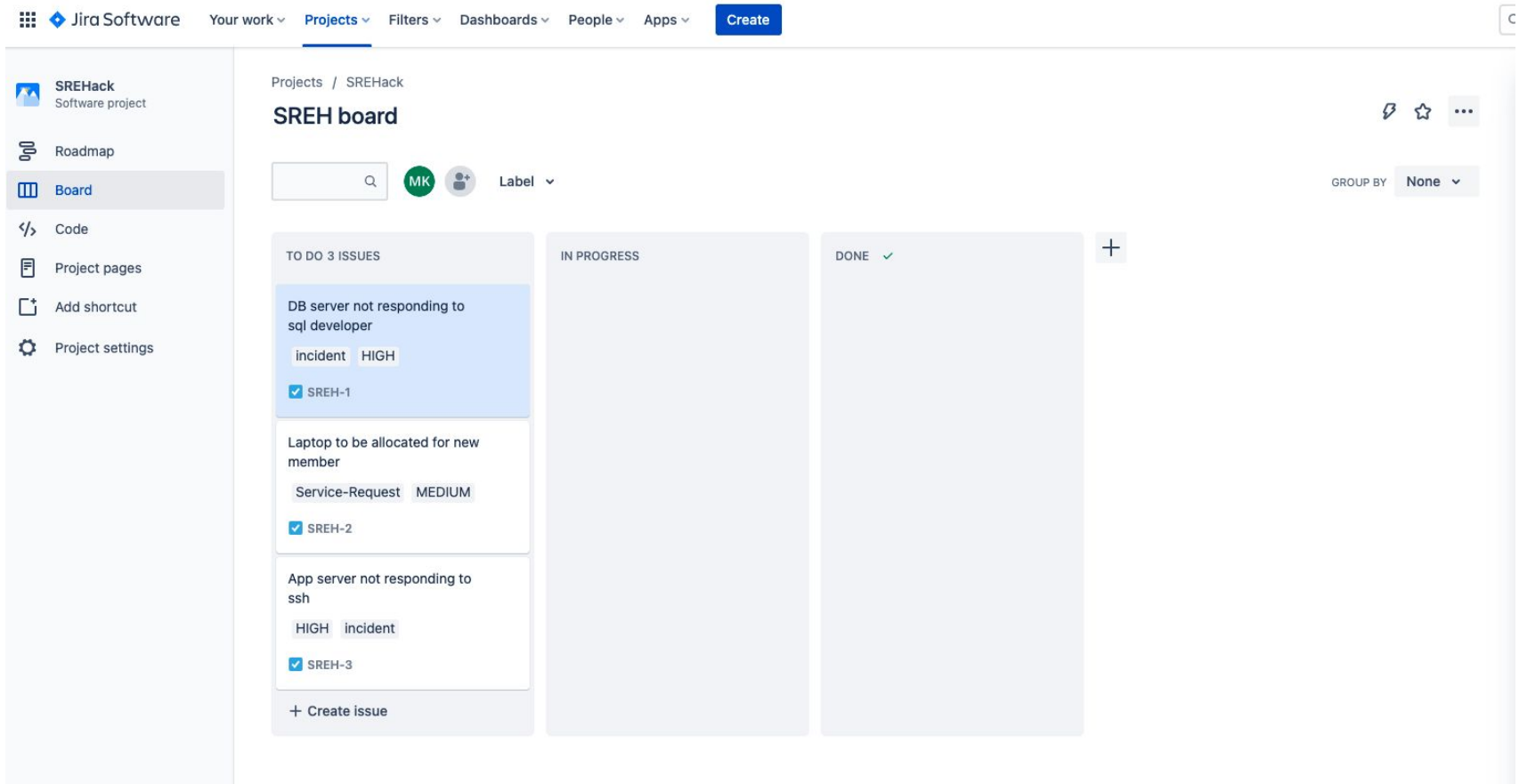

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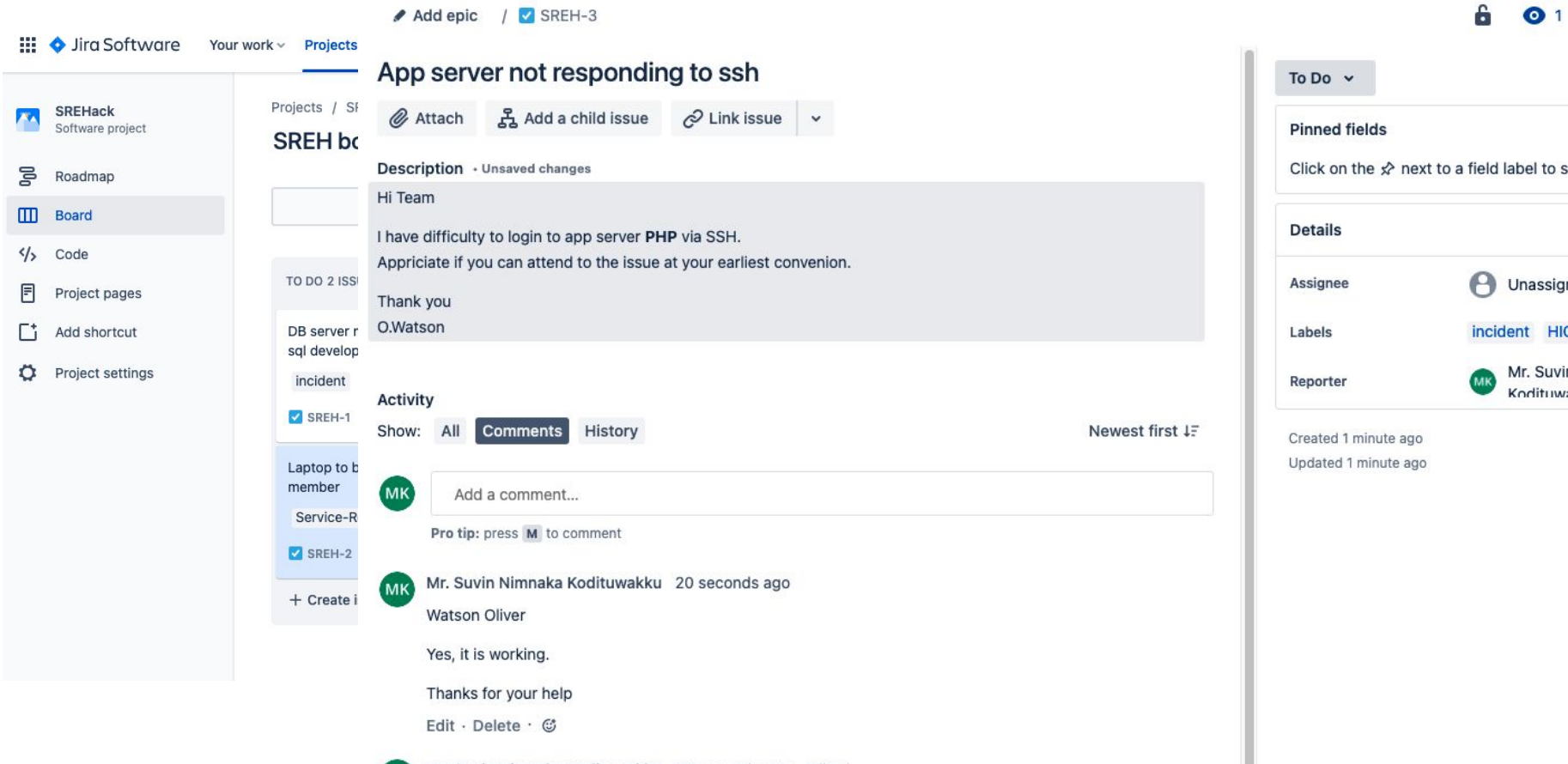
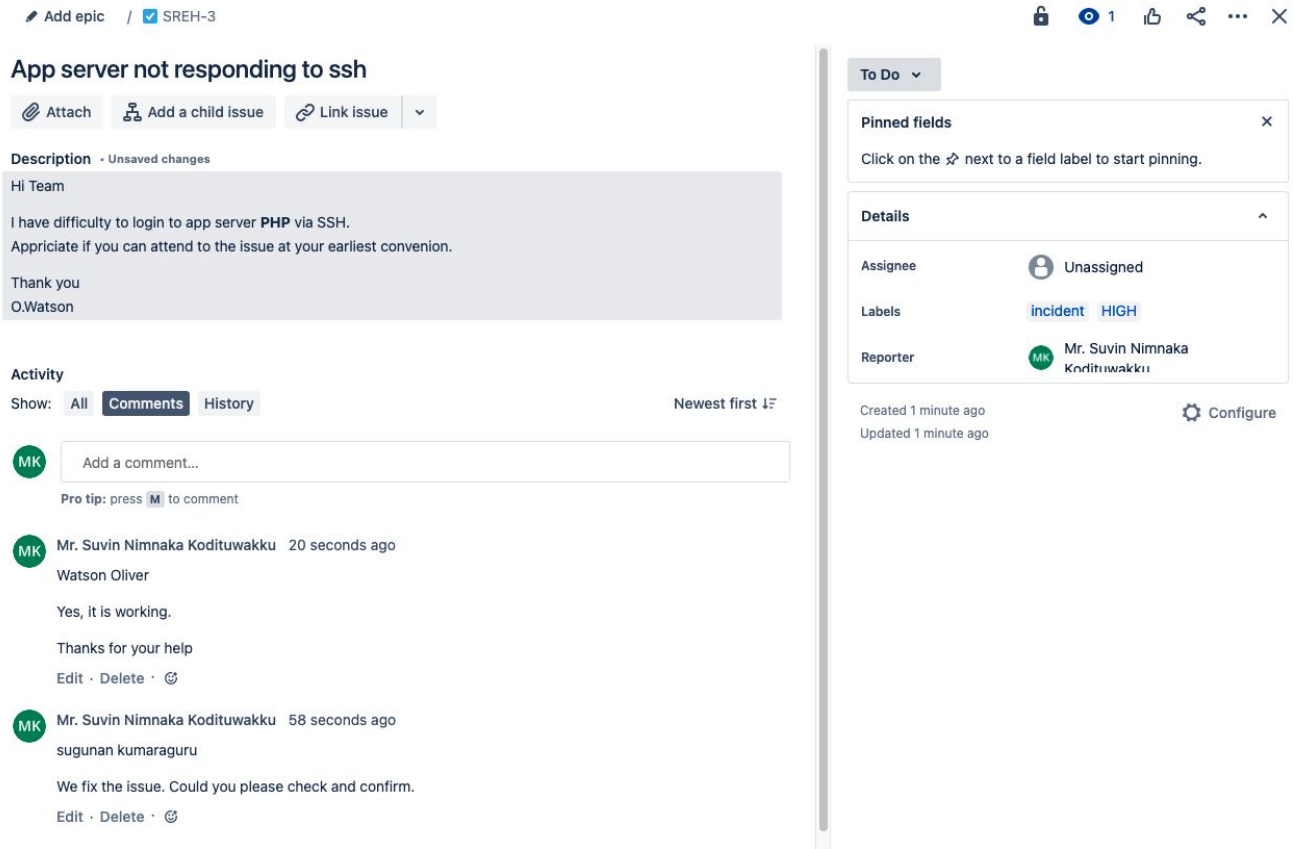
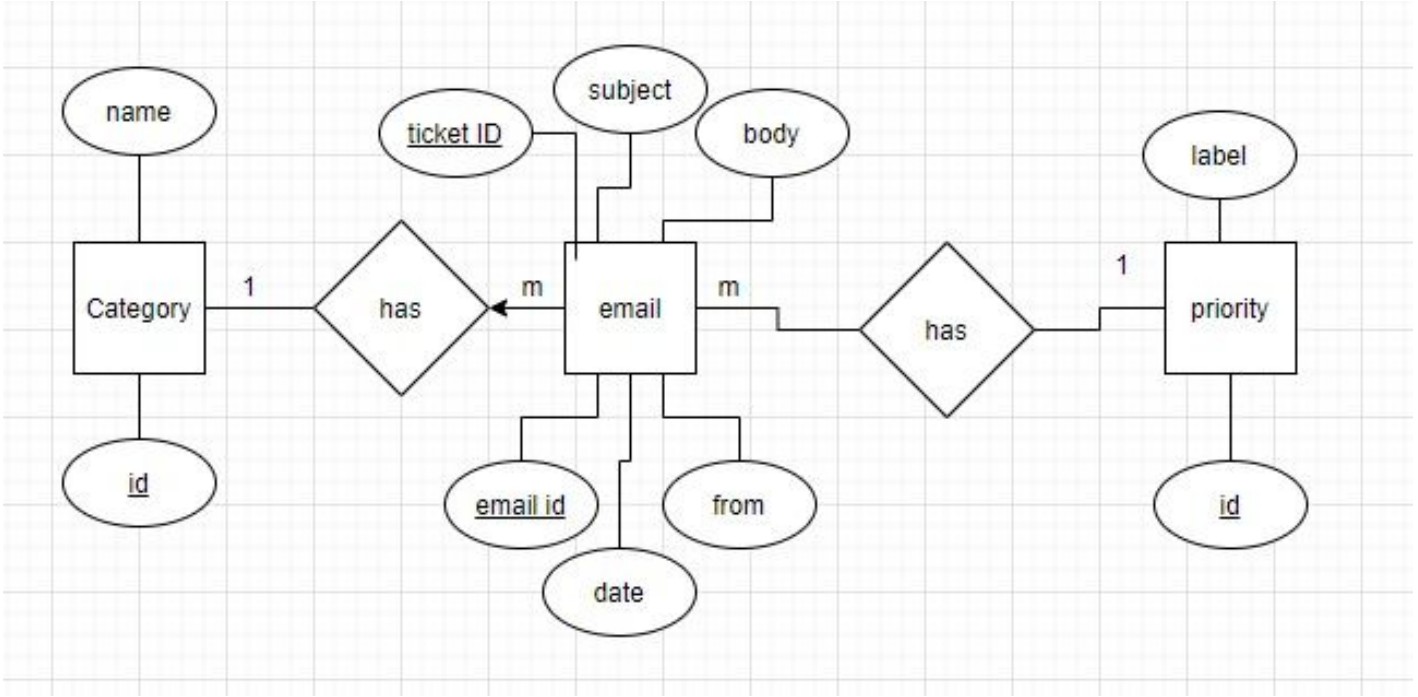


TICKETING PROCESSING



ER DIAGRAM


name
ticket ID
subject
body
label
Category
1
has
m
email
m
has
1
priority
id
email id
from
id
date

LETS HAVE A LOOK AT THE COMPONENTS

THANK YOU

Any Questions?