Loopwrk Email Triage

The weekly operator loop, in five steps.

1. Collect every inbound channel into one shared triage inbox. Website contact form, phone calls transcribed to text, walk-in messages from the front counter, vendor replies, and customer "just a quick question" threads all forward to triage@<business>.com so nothing routes from memory.
2. Sort by intent before anyone starts the day. At 9:00 the AI categorizes the inbox into four buckets urgent, routine answer, digest, archive and tags the original sender so the right thread finds the right person on the first pass.
3. Draft AI-assisted replies in the operator's voice. Reply template: Loopwrk tone-matches the operator's voice from three prior replies; the draft lands in the right rail within sixty seconds of arrival, subject line editable, attachment one-tap away.
4. Escalate anything urgent on the same-day batch. Anything flagged urgent by intent or sentiment stays out of the digest queue the operator sees it within the morning window with the full thread and a draft reply already queued for one-tap send.
5. Run the Friday weekly digest + adjustments. At 4:00 PM Friday the digest lands: count by category, top three senders, average response time, two-loop adjustments for next week. The week's archive bucket is what to stop receiving.

One workflow at a time, for small business operators. Scoped AI implementations for the long tail of Main Street.