

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.