Skip Email Data Extraction AHD Process

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V1.1

Overview

For certain intents, AI data extraction may not be required. has an option to configure an AHD process to exclude data extraction for specific intents as per your preference.

Procedure

1. From the App Launcher go to AHD Process, and then click on the AHD process you want to configure:

	Auto	omated Helpdesk	AHD JApce	ss 🗸 AHD Action 🤟 Intent Master 🗸 Prompt Templa	de ∨ AHC	Action Type \vee AHD Action	Group ∨ R	rquest Trackings 🗸 🗸	More 🔻 🥖
0		Printable View Assign Label							
7 items - Sorted by AHO Process Name - Filtered by All and process - Updated a few seconds ago									/ C T
		AHD Process Name †	~	Description	~	Intent	~	isActive	~
1		AHD-000		Invoice Status Flow		Invoice Status			¥
2		AHD-001				Others		*	
3		AHD-004		Find the status of payment details		Payment Status		1	¥
4		AHD-005				PO Inquiry		*	¥
5		AHD-009		Vendor Maintenance Query to route different mailbox		Vendor Maintenance		1	
6		AHD-013				Thankyou Note		1	٣
7		AHD-014				Out of Office		*	

2. Use the Skip Data Extraction field.

If the Skip Data Extraction is enabled then the Edit option is disabled.

AHD Process AHD-000								Edit Delete Ci	•
Intent Invoice Status	isActive								
AHD Actions									
Name	~	Action Type	\vee	Sequence \lor	Prompt Name	\sim	Edit	Skip Data Extraction	
1 ACTN-000		Email_Data_Extraction		2	Email Data Extraction 4.0		🖉 Edit	~	

If the Skip Data Extraction is enabled for an intent, then after Intent Identification, the intent directly goes to Criteria Checking and their actions. Make sure to add only those actions that don't require email data extraction output.

For complete setup instructions, refer to the AI-enabled Automated Helpdesk.docx.