

## Client Profile

The client is a corporate property management firm responsible for overseeing multiple commercial properties. Their work requires constant communication with tenants, vendors, and internal leadership, making email one of their most critical business tools. However, the sheer volume of messages was overwhelming their team, consuming valuable time and creating delays in responding to urgent issues.

## Challenge

The firm's inboxes were clogged with a mix of tenant inquiries, vendor updates, and leadership correspondence. Important messages often became buried among routine updates, forcing executives and staff to spend hours sifting through emails to prioritize what mattered most.

This created three major issues:

- **Time drain:** Leadership and staff were spending more than 10 hours each month manually triaging emails.
- **Slower response times:** Urgent issues from tenants or vendors sometimes went unnoticed until delays had already caused frustration.
- **Overwhelm and inconsistency:** Managing the constant flow left staff feeling stretched thin, and communication quality varied depending on who managed the inbox.

## Solution

Fusion AI Consulting implemented an **AI-powered email triage system** that streamlined communication and reduced time spent in the inbox. Using a combination of **custom prompts in ChatGPT** and automation through **Zapier**, the system was designed to:

- Automatically categorize emails (tenant inquiries, vendor communications, leadership correspondence).
- Flag urgent items for immediate review.
- Draft suggested responses for routine requests.
- Route messages to the correct team members when applicable.

This approach meant leadership could focus only on what required their attention, while routine matters were handled faster and more consistently.

## Implementation Approach

The project followed a clear sequence:

1. **Workflow Analysis:** Mapped out the types of emails received and the pain points in triaging them.
2. **Prompt Design:** Created prompts for ChatGPT to classify and summarize incoming emails, as well as generate draft responses.
3. **Automation Build:** Integrated Zapier with the firm's email system to automatically route and prioritize messages based on AI categorization.
4. **Testing & Refinement:** Ran the system in parallel with the existing process to ensure accuracy before full rollout.
5. **Handoff & Training:** Delivered documentation and trained staff to confidently use and manage the workflow.

## Results

- **10+ hours saved each month** that were previously spent manually triaging inboxes.
- **Faster response times**, improving tenant satisfaction and vendor relationships.
- **Leadership reclaimed time** to focus on higher-value tasks instead of email firefighting.
- **More reliable communication system**, ensuring urgent matters were surfaced immediately and nothing slipped through the cracks.

## Lessons Learned

This project highlighted the value of combining AI with automation for high-volume communication. The most effective results came from:

- Designing AI prompts tailored to the client's email categories and workflow.

- Pairing AI interpretation with automation tools like Zapier to remove manual steps.
- Building trust by ensuring the AI-supported system amplified staff capabilities rather than replacing them.

## **Conclusion**

By implementing an AI-driven email triage system, Fusion AI Consulting helped a corporate property management firm transform one of its biggest time drains into a streamlined, reliable process. With urgent messages surfaced quickly and routine requests automated, the firm now saves over 10 hours monthly, responds faster to tenants and vendors, and enables leadership to spend more time on strategy and property performance.