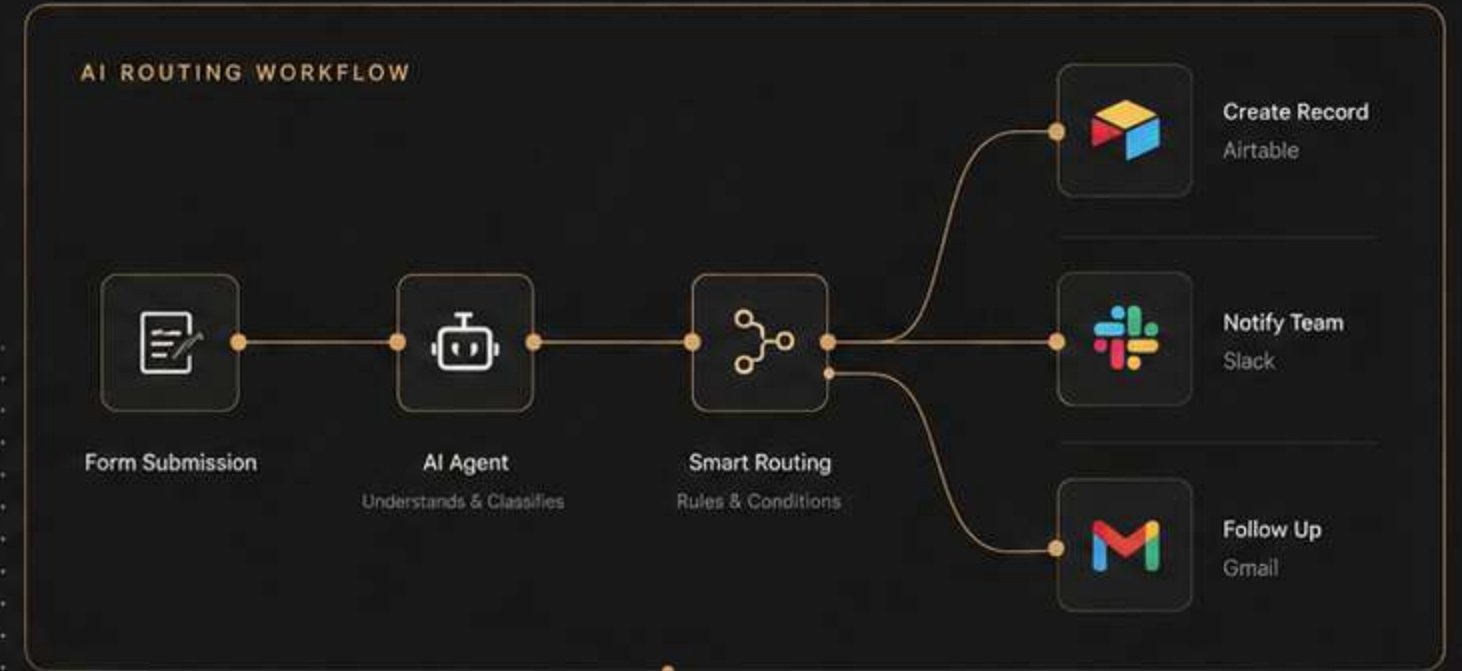


Customer Feedback Analyzer

AI Routing · Slack · Airtable · Gmail

Automation workflow for analyzing feedback, routing issues, and triggering follow-up communication.






FEEDBACK DATABASE

Name	Email	Contact No.	Feedback
Jay	jay@gmail.com	3,425,017,481	I didn't like the new feature
Neil	neel32@gmail.com	3,409,287,483	My refund is still pending

+ More records

COMMUNICATION AUTOMATION

	Slack Notification Issue routed to #customer-feedback-complaints	03:24
	Email Follow-up Automatic acknowledgment sent	03:28
	Customer Update Follow-up communication triggered	03:39

SMARTER FEEDBACK. FASTER RESOLUTION. HAPPIER CUSTOMERS.

HOW THE WORKFLOW OPERATES

System Overview





✦ Automates triage, routing, and communication from a single workflow.


AIRTABLE – FEEDBACK DATABASE


Name	Email	Contact No.	Feedback	Status
Jay	jay@gmail.com	3,428,017,481	I didn't like the map feature	New
Neel	neel32@gmail.com	3,409,287,483	My refund is still pending	In Progress
+ More records				


SLACK – TEAM NOTIFICATION

 **customer-feedback-complains** APP 03:24

 Name: Jay

 Email: jay@gmail.com

 Feedback: I didn't like the map feature

 Category: Feature Request • Priority: Medium

Key Capabilities

End-to-end automation that understands, routes, organizes, and follows up on every piece of feedback.



AI Classification

Understands the feedback type automatically.



Smart Routing

Sends issues to the correct internal path.



Airtable Organization

Stores and structures feedback in a clean database.



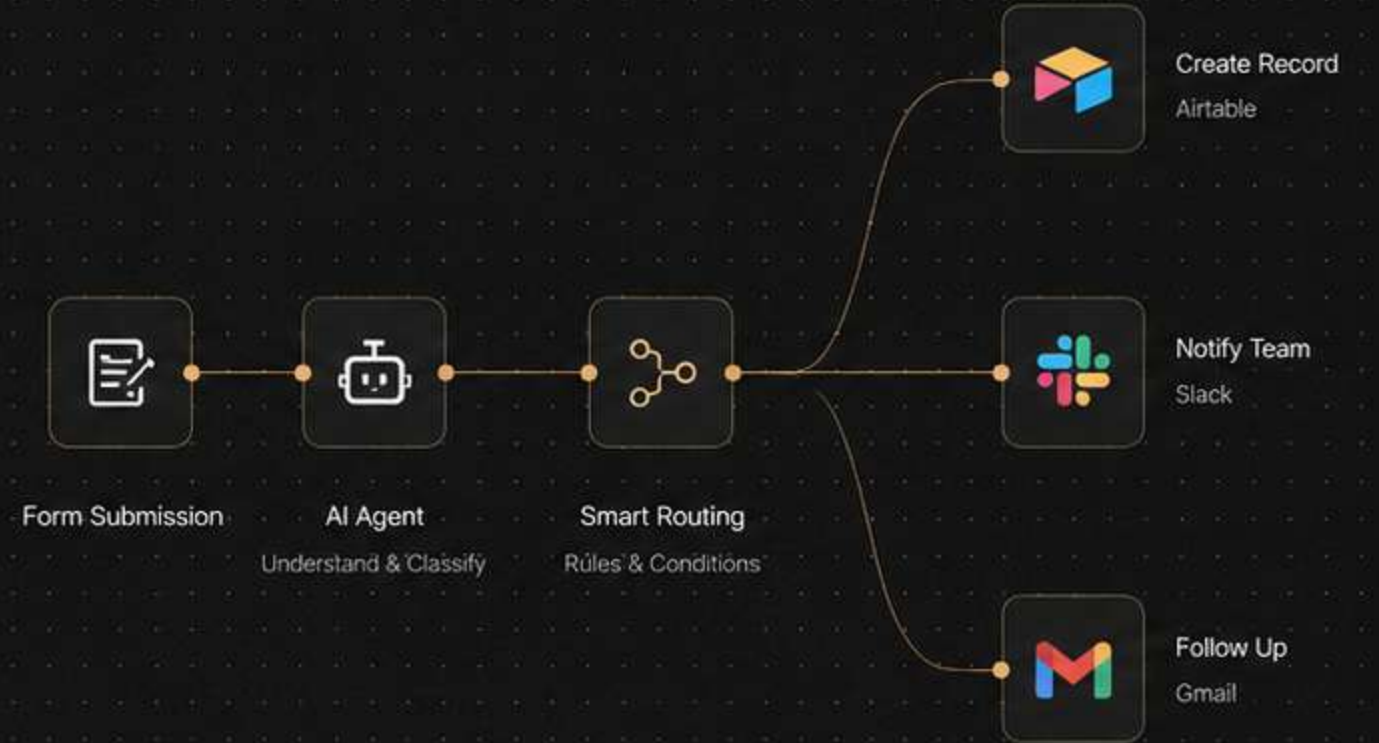
Slack Visibility

Notifies the right teams in real time.



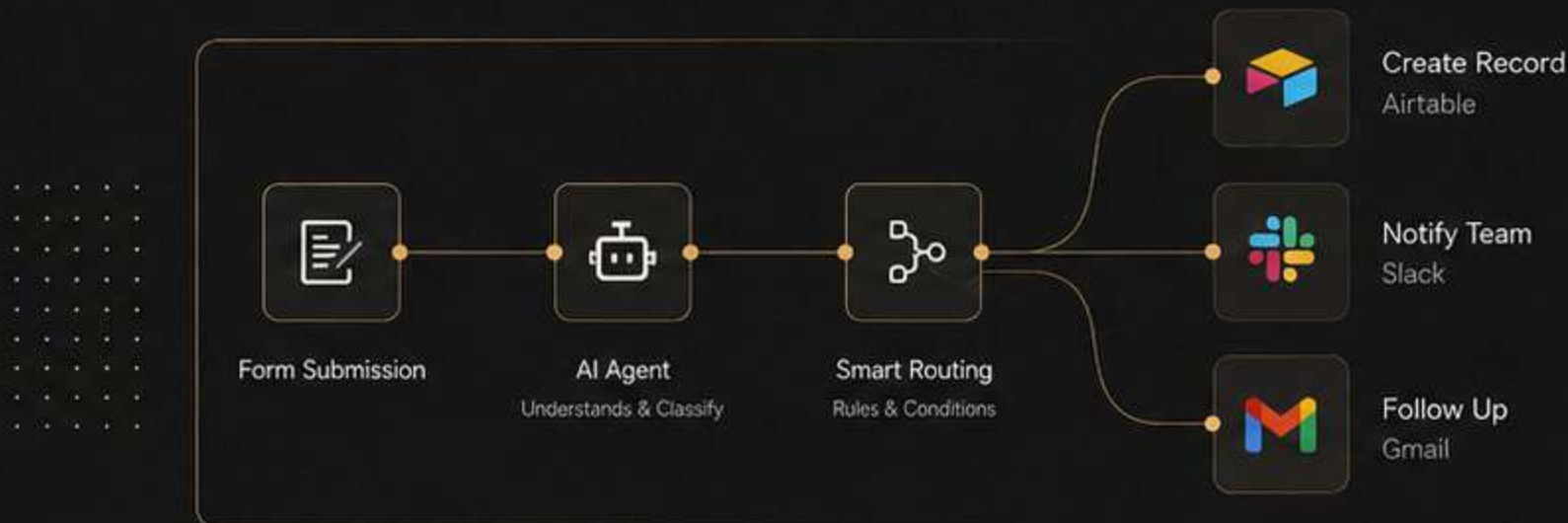
Email Follow-Up

Automates timely responses to customers.



Business Impact

Turning customer feedback into faster actions and better experiences.



01

Reduces manual triage

AI classifies and extracts key details from every submission.



02

Speeds up internal routing

Smart rules send feedback to the right team instantly.



03

Improves response handling

Automated acknowledgements and follow-ups keep customers informed.



04

Keeps teams aligned across tools

All feedback lives in Airtable while Slack and email keep everyone in sync.

MY ROLE

Workflow architecture, integrations, routing logic, communication flow.

STACK

n8n • Slack • Airtable • Gmail • LLM Prompting