

AI-Powered Scrum Workflow

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Overview

This project automates production bug handling using:

- Gmail
- Zapier
- OpenAI (ChatGPT)
- Jira

Workflow:

Customer Email → Zapier Trigger → AI Analysis → Jira Ticket → Auto Reply Email

Final Outcome

Whenever a customer sends a production issue email:

1. Zapier detects the incoming support email
 2. AI reads and understands the issue
 3. AI generates a clean issue summary
 4. AI automatically sets issue priority
 5. Jira issue gets created automatically
 6. Customer receives an acknowledgement email
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AI Capabilities

The AI layer performs:

- Support email analysis
- AI-generated Jira summaries

- Priority detection (High / Medium / Low)
- Issue classification (Bug / Feature / Other)
- Automated response generation

Example:

Customer Email:

Users are unable to login after the latest production deployment.

AI Output:

```
{  
  "summary": "Production login failure after deployment",  
  "issueType": "Bug",  
  "priority": "High"  
}
```

Tools Used

Tool	Purpose
Gmail	Receive customer emails
Zapier	Workflow automation
OpenAI	AI analysis of issue
Jira	Ticket creation

Step-by-Step Setup

Step 1 — Create Zapier Workflow

1. Go to Zapier
2. Click “Create Zap”
3. Name the workflow

Example:

AI Scrum Workflow

Step 2 — Gmail Trigger

App

Gmail

Event

New Email

Connect Gmail

Connect the Gmail account that receives customer production issues.

Step 3 — Add Filter (Important)

Purpose: Prevent infinite email loops.

App

Filter by Zapier

Condition

From Email

Does not contain

YOUR_EMAIL@gmail.com

This prevents your own auto-reply emails from triggering the workflow again.

Step 4 — OpenAI Step

App

OpenAI

Event

Send Prompt

Model

gpt-3.5-turbo-instruct

Temperature

0

Prompt

Extract:

- summary
- issueType (Bug / Feature Request / Other)
- priority (Low / Medium / High)

Return ONLY JSON.

Email:

{{Body Plain}}

Purpose: AI reads customer emails and understands the issue.

Step 5 — Jira Create Issue

App

Jira Software Cloud

Event

Create Issue

Recommended Mapping

Jira Field	Value
Summary	Gmail Subject
Description	Gmail Body Plain
Issue Type	Bug

Step 6 — Gmail Auto Reply

App

Gmail

Event

Send Email

Configuration

To

From Email

Subject

Re: We received your request

Body

Hi,

Thank you for contacting us.

Your request has been received and a Jira ticket has been created for our team.

We will review and update you soon.

Regards,

Support Team

End-to-End Flow

Customer sends production issue email

↓

Zapier detects new email

↓

AI understands issue and priority

↓

Jira issue gets created automatically

↓

Customer receives acknowledgement email

Example Customer Email

Subject:

Production Bug - Gmail login failing for all users

Body:

Hi Support Team,

Users are unable to login using Gmail authentication after the latest production deployment. The app shows “Authentication Failed” and users are getting logged out immediately.

This issue is blocking customer access to the platform.

Please resolve urgently.

Key Learnings

- Workflow automation using Zapier
- AI-powered issue understanding
- Jira automation
- Gmail integration
- Automated customer communication
- Scrum workflow optimization