

Customer support acknowledgments & priority alerts

Keeping critical customer confirmations visible, notifying administrators, and preserving human control over replies.

Designed and implemented by John Rey Cretesio, founder of CNexa Solutions.

11	263	2
source workflows	documented nodes	inbound channels

Status: tested configuration, awaiting client handoff. Production impact has not been measured.

The operational problem

Support conversations, order-detail confirmations, and shipment updates arrive through different tools. The client identified ring-size confirmations as particularly important: a missed confirmation can leave an administrator without the information needed to advance an order. The system was designed to surface this work and acknowledge receipt. No before-and-after reduction in missed confirmations has been supplied.

A shared path from message to decision

1. Gmail or Messenger intake checks the conversation and records a ticket or follow-up in Supabase.
2. Critical ring-size confirmations follow a dedicated acknowledgment path with a database claim before sending. High-priority ticket alerts reach administrators through Telegram.
3. An administrator claims the ticket, writes a reply or requests an on-demand knowledge-assisted draft, then reviews the final message.
4. An explicit approval begins the customer reply or tracking send through Gmail. The system records the outcome and provides recovery paths for uncertain sends.

Receipt acknowledgments have their own controlled automatic path. AI suggestions, customer replies, and tracking messages are reviewed by staff before approval and delivery.

Connected tools. Visible decisions.

Intake and shared state

Gmail classifies incoming messages and checks for existing conversations and duplicates. An authenticated Botcake/Messenger webhook records new tickets or follow-ups. Supabase/PostgreSQL holds tickets, administrator claims, drafts, session state, and send transitions. The spreadsheet is a readable mirror of this operational record.

Administrator workspace and secure forms

Telegram supports ticket claiming, reply previews, approval, cancellation, waiting, escalation, and resolution. Token-validated browser forms support longer replies and shipment details. The tracking editor accepts one shipment number and optional product-variation rows containing color, size, and quantity. Staff inspect the draft before customer delivery.

Knowledge-assisted drafting

Approved PDF uploads are validated, split into text, embedded with OpenAI, and stored in Supabase for retrieval. Staff request AI suggestions on demand. The suggestion is a draft for human review, rather than an autonomous customer reply.

Monitoring and recovery

Four scheduled monitors check stalled AI generation, receipt acknowledgments, reply sends, and tracking sends. They notify administrators in Telegram for review. A separate workflow-failure handler sends email through Gmail; it is not an independent outage channel because it depends on that integration.

If Gmail may have sent a reply or tracking message but the database did not record completion, recovery checks the sent message before completing the state transition. An unmatched outcome stays in review rather than being blindly resent. Exact transactional guarantees depend on database functions and live execution behavior.

Dashboard reconciliation

A Google Sheets mirror has separate Gmail and Messenger tabs. Webhook updates reflect ticket changes, and daily reconciliation checks the spreadsheet against database state. A shown manual run processed 60 rows: 59 Gmail tickets and one Messenger ticket. This is a test observation, not normal daily volume.

What the evidence supports.

Documented implementation

The owner-supplied source describes 11 n8n workflows and 263 nodes. Gmail and Messenger intake feed the same ticket process. Dedicated confirmation acknowledgments, administrator ticket actions, a PDF-backed knowledge base, secure reply and tracking forms, four stalled-work monitors, a workflow-failure email, and a spreadsheet mirror are included.

Selected test observations

The supplied tests show an acknowledgment in a Gmail thread, a high-priority confirmation in Telegram with an Accept Ticket action, human-controlled reply and tracking previews, a tracking email representing multiple product variations, and a 60-row spreadsheet reconciliation. These are selected-path observations, not a production throughput or accuracy study.

Contribution and toolkit

John Rey Cretesio designed and implemented the system end to end through CNexa Solutions, including workflow orchestration, administrator actions, secure forms, tracking-email presentation, monitoring, and testing.

Toolkit: n8n, Gmail, Telegram, Botcake/Messenger, Supabase/PostgreSQL, Google Sheets, and OpenAI.

Evidence boundaries and next steps

The evidence package does not contain a full database backup, complete execution history, or measured production outcomes. Ticket volume, response time, staff hours saved, missed-confirmation rates, send failure rates, and dashboard lag have not been measured. The tested system is awaiting client handoff.

Handoff requires confirming destination credentials, Gmail and Telegram ownership, the database, spreadsheet, external webhook senders, and failure-alert recipients. A representative operating period should then be used to measure response time, send completion, recovery behavior, and spreadsheet differences.

Source and privacy note

This anonymous edition summarizes the owner-supplied September 2026 support case study and its selected test evidence. Client names, original branded screenshots, internal links, customer details, and credentials are omitted. The original source is preserved privately in the project workspace.