OPERATIONAL BLUEPRINT

The Outlook Automation Starter Kit: Operational Blueprint

Published by: The Accountancy Academy Limited (Est. 2000) | Designed by Michael Foti, FCA & Property Investor

SECTION 1

Make.com 3-Module Pipeline Architecture

Module 1 (Microsoft 365 Outlook)

Watch Messages in primary Inbox (filter rules applied to exclude spam/notifications).

Module 2 (Google Gemini API)

POST request passing incoming email body with temperature set to 0.2.

Module 3 (Microsoft 365 Outlook)

Create Draft Reply linked to original Message ID. Strictly saves as an Outlook Draft for human sign-off (Zero auto-sends).



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SECTION 2

Core Google Gemini Prompt Swipe Files

Path A (Tenant Maintenance Triage)

“Act as Senior Property Manager for a UK Lettings Agency. Analyze inbound maintenance email. Extract: Property Address, Tenant Name, Issue Category, Severity (Emergency/Routine). If Emergency, provide emergency contractor numbers. If Routine, draft holding response acknowledging report, setting 24–48h SLA, and requesting photos if missing. Prepare strictly as an Outlook Draft.”

Path B (Viewing & Applicant Inquiries)

“Act as Lettings Negotiator. Parse applicant inquiry. Extract property name, applicant contact info, and desired move-in date. Draft reply offering 2 viewing slots and requesting pre-qualification details.”

Path C (General Administration)

“Act as Executive Assistant to Agency Director. Summarize general inquiry/invoice, extract reference numbers, and draft concise confirmation routing to relevant department.”

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SECTION 3

Human-in-the-Loop Emergency Matrix & DFY Upgrade

Fail-Safe

Make.com has write permissions only to the Drafts folder. Human staff must click ‘Send’ on all replies.

DONE-FOR-YOU IMPLEMENTATION

“Don't have time to configure webhooks, APIs, and OAuth tokens yourself? Book your review call with Michael Foti, FCA, to have our team deploy this triage pipeline directly into your Microsoft 365 environment in 48 hours for £1,500.”

Booking link: https://calendly.com/michaelfoti/workflow-capacity-review-phase-1-setup

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