

COMMUNICATE

Intermediate

15 MIN

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Group unread email by type before triaging

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Ask Copilot Chat to bucket a pile of unread mail into needs-reply, info-only, and meeting-logistics groups before you start triaging.

MICROSOFT 365

Outlook

WORKS WITH

Copilot

Business Outcome

Triage time drops because you work through one type of email at a time instead of context-switching on every message.

Workflow Steps

Step 1: Open Copilot Chat against your unread mail

Copilot

Point Copilot Chat at your current unread folder rather than the whole mailbox, so the grouping reflects what you actually need to act on today.

Step 2: Run the bucketing prompt

Copilot

Ask for exactly three named buckets rather than an open-ended "organize my email" — a specific, bounded request is what lets you scan the result in seconds and start triaging, instead of getting back a looser grouping you have to re-sort yourself.

PROMPT

Group my unread emails into three buckets: needs a reply from me, info only, and meeting logistics. For the needs-reply bucket, note if there's a deadline mentioned.

Step 3: Scan each bucket for misclassifications

Outlook

Skim the "info only" bucket in particular — this is where a message that actually needs a quick reply is most likely to get miscategorized and ignored.

Step 4: Triage bucket by bucket

Outlook

Work through needs-reply first, since that's where deadlines live, then clear meeting logistics, then archive or skim info-only in bulk.

✓ Check the work

- Spot-check the "info only" bucket for anything that actually needs a response.
- Confirm deadline flags on the needs-reply bucket against the actual email text.
- Verify no email got dropped entirely — bucket counts should add up to your total unread count.

Expected Outcome

An unread inbox regrouped into three working buckets — needs reply, info only, meeting logistics — ready to triage in batches.

Want help rolling this out across your team? [Go to Liminals.Tech](#) ■