

Active Business Threads Found Buried in 60,000-Message Inbox Backlog

Standard filters sort by sender and keyword. The agent was built to classify by intent, which surfaced live conversations that had stalled mid-thread.

BRADENTON, FL, UNITED STATES, August 25, 2026 /EINPresswire.com/ -- Consolidating multiple email accounts into a single inbox produced a backlog of roughly 60,000 messages in which a small number of active business conversations had been buried beneath unsolicited mail, according to the business strategist who resolved it using a custom [AI agent](#).

“

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*Lisa Lieberman-Wang,
Business & AI Strategist*

[Lisa Lieberman-Wang](#), a business and artificial intelligence strategist who has taught marketing and sales for over three decades, said the volume itself was the obstacle rather than the handling of it.

"When you consolidate accounts, you are not combining inboxes. You are combining everyone who has ever

purchased a list you were on," Lieberman-Wang said. "The legitimate mail is a fraction of a percent, and no rule based on sender or subject line reliably tells you which fraction."

Standard email filters sort by sender address, domain, or keyword. Lieberman-Wang said those criteria fail at that ratio because unsolicited senders rotate addresses and imitate the language of legitimate correspondence, while genuine inquiries frequently arrive from unrecognized addresses.

Rather than write filtering rules manually, she deployed an AI agent to generate them. The agent analyzed the contents of the backlog, identified the patterns distinguishing solicited from unsolicited mail, produced classification rules from those patterns, routed messages accordingly, and flagged items requiring a response.

The flagged set included three business conversations that had progressed through multiple exchanges before stopping. In each, follow-up had occurred and then the thread ended without resolution.

"Three does not sound like a number worth discussing," Lieberman-Wang said. "It is, if you consider what a single stalled conversation is worth to a business and multiply it across however many inboxes look like mine. And most of them do."

She said the finding points to a broader shift in what email management requires.

"For years the advice was to filter better," she said. "The volume has passed the point where filtering is the skill. Discernment is the skill, and discernment at that scale is not something a person does by hand. That is what agents are for."

Lieberman-Wang said the same approach runs continuously rather than only against accumulated backlogs, with the agent classifying and routing incoming mail so that a backlog does not rebuild.

She said the sequence follows the four-part order she applies across operations: illuminate, automate, delegate, eliminate. Analysis of what the backlog contained preceded any automation, categories requiring no action were removed rather than processed, and drafted responses were prepared for human approval rather than sent automatically.

"You do not automate the reply," she said. "You automate everything that has to happen before the reply."

About Lisa Lieberman-Wang

Lisa Lieberman-Wang is a business and AI strategist, keynote speaker, and number one international bestselling author. She has taught marketing and sales for three decades. Her career includes corporate sales leadership roles at IBM and MCI, training engagements with Fortune 100 and Fortune 500 organizations, speaking appearances at TEDx and at arenas seating 25,000 or more. She holds eight AI certifications and has trained more than 300,000 entrepreneurs and executives. Her work has been featured in Forbes, Inc. Magazine, Fox Business, Entrepreneur, HuffPost, and Yahoo Finance, and she has appeared on ABC, NBC, and CBS. She is based in Lakewood Ranch, Florida.

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