

Safe AI email drafts: a cheat sheet for keeping a person in charge

AI can write a good customer reply in seconds, and now and then a wrong one with total confidence. If it drafts instead of sends, you catch the mistake before the customer sees it.

Make it drafts-only (n8n Gmail Tool)

1. **Resource** opens on Message, and the operation is send. Choose **Draft**. The operation switches to **Create**.
2. Under **Add option**, set **Thread ID** to `{{ $json.threadId }}` so the draft sits under the customer's email.
3. Add **To Email** set to `{{ $json.From }}`, so you can just hit send after you read it.
4. Keep the email type on text. Plain text reads more like a person.

Give it facts and rules

Rules:

You cannot send email. You can only create drafts.

If you don't know something, say someone from the team will follow up. Never make up prices, dates or services.

From the Greenline system message. The rule helps, but choosing the Draft resource is what makes sending impossible.

Keep private data out

- Before you paste a thread into ChatGPT, leave out anything private, like a card number.
- Scan for ID numbers, birth dates, account and card numbers, and health details.
- The test: only the details this reply needs. Write a short facts list instead of pasting whole records.

Watch for text that gives orders

- Prompt injection: an email the AI reads can hide instructions, like "ignore your rules." The model can't always tell data from commands.
- Give an agent only the tools its job needs. Drafts, not sends.
- Wrap outside text in clear delimiters, like the `<email>` tags in the lesson's prompt.

Before you click Send

- Read every draft for dates, prices and promises.
- Ask ChatGPT for a table of every promise and the fact behind it, and fix anything flagged.
- Review drafts daily. A pile of unread drafts helps no one.
- If the agent keeps handing off the same question, add the answer to its facts.

Remember: The AI writes the draft; a person reads it and clicks Send. Make that limit structural with a drafts-only tool, not just a line in the prompt.

Practice it free: AI Email Responder: Draft Gmail Replies Automatically with n8n at learn.ynteractive.com/modules/email-responder. This sheet: learn.ynteractive.com/content/cheat-sheets/ai-email-drafts-safety. Greenline Pest Control is a made-up business from the lesson. By Robert Breen, October 1, 2026.