



Never miss another customer email or respond too slowly.

Why Email Management?

- Never miss an email – or respond too slowly
- Enable your agents to handle inbound and outbound emails and web forms
- Assign priorities based on pre-set rules and deal with important emails faster
- Allow skill-based routing of emails to departments or individuals for much quicker responses
- Automate repetitive processes to improve your agents' productivity
- Manage bulk emails easily.

Manage all inbound and outbound emails and web forms in a flexible, intuitive way.

Do you want to make sure you never miss another customer email? And would you like to manage all your inbound emails and web forms in a flexible and intuitive way, prioritising what's most important at any moment? Now it's possible.

Email Management is a sophisticated and flexible email handling system accessed from within an Omnichannel console provided to your team. It can manage inbound mails and web contact forms securely and quickly from all major email systems, from Google Mail to Exchange and Office 365.

Everything in one place

This powerful system brings all inbound emails and web forms securely, intelligently and efficiently into the agent console. It can prioritise and assign mails using a variety of rules to maximise service and increase efficiency.

Put simply, when an important email needs a quick response, you'll notice.

How it works

Email Management will improve the speed and efficiency of your responses to customers. By carefully prioritising emails, you can make the most of your staff resources and increase customer satisfaction levels, boost loyalty and increase sales as a result.

More customers will buy from you if there's a speedy, detailed and accurate reply to their queries and requests. The system can be integrated with your CRM system so your agents get the complete picture on every customer to allow them to make the most appropriate and accurate response. You can also save time and boost professionalism by using carefully-worded auto-replies, suggestions and acknowledgements.

Key features

Capabilities to boost customer service

- Provide real-time access to emails and web forms, all in one place
- Use skill-based routing of mails through keywords and rules
- Link your email to your company CRM for the full picture of customers
- Integrate email with our Knowledge Base service to allow searches based on received messages
- Enable single-click attachment download to the desktop
- Equip agents with auto-responses from library templates for common questions and acknowledgements
- Escalate customer emails whenever they are required
- Retrieve emails easily, thanks to comprehensive indexing.

System integration

- Handle mail from all major mail systems – including Exchange, Office 365, Gmail, Yahoo and more
- Service can connect to your inbound mail server to collect email, or forward to our server.

Outbound messages

- Can allow outbound mail and emails to be forwarded
- Manage outbound mails easily, via topic, provider and department
- Handle ad-hoc email attachments via upload
- Full Bulk Outbound service possible for marketing or for Customer Service messages.

Security

- Totally secure connection to mail servers
- Full anti-virus and anti-spam checking is available.



Our solutions are delivered via the Eckoh Experience Portal.

Email works well with Knowledge Base and Social Agent