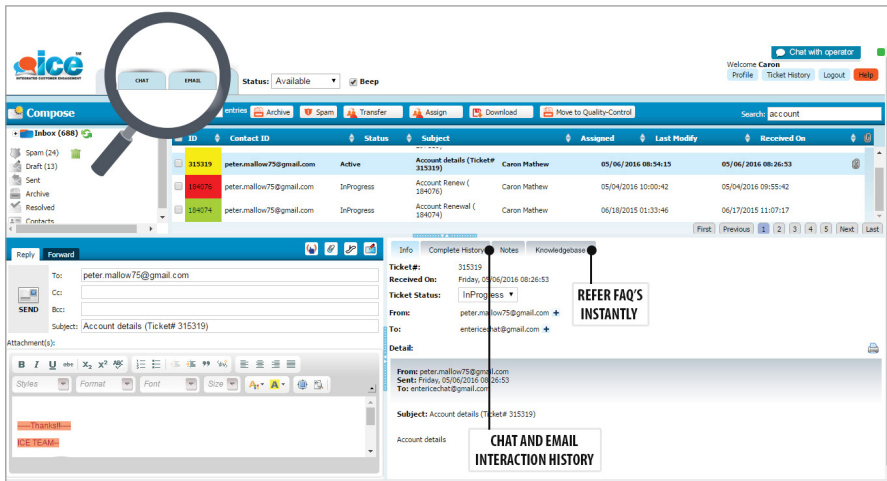


Unique Benefits

- Knowledge base integration
- Quality control outbox to audit email response
- Smart notes allow agents to notate an email
- Ability to send auto-responses and recommend responses to agents
- Complete interaction history
- Define your service levels to alert agents
- Comprehensive analytics and real-time alerts
- Smart routing based on rules

Gather Insights through Client Communications

Define Service Levels and other Key Metrics



Features

- Auto email distribution
- Email history
- Predefined response templates
- E-Ticket status dispositions
- Web form / feedback form
- Permission based contact management
- Skill and status based email folders

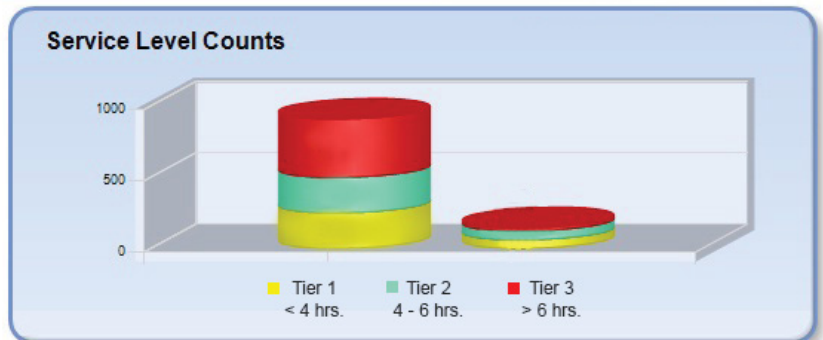
Analytics for actionable insights



Customizable Cloud Hosted Email Management Software

Powerful - Scalable - Easy to Use

| Skill | Total | Resolved | InProgress | Tier 1 | Tier 2 | Tier 3 |
|--------------------|-------|----------|------------|--------|--------|--------|
| Registered Members | 908 | 582 | 1 | 250 | 248 | 410 |
| Email Support | 144 | 112 | 3 | 60 | 61 | 23 |



A simplified way to respond to customer emails

CALL FOR A DEMO AND FREE TRIAL | 936 371 2640