

Email Management

Never miss another customer email



4 Key Benefits

- Never miss a customer email – or respond to slowly
- Enable our Agents to handle inbound and outbound emails and webforms
- Assign Priorities and responses based on email content
- Skill Based, Query Type or Department Based Routing

We can manage all your inbound and outbound emails and web forms in a flexible, intuitive way so a fast, seamless customer response is achieved each and every time.

Do you want to make sure you never miss another customer email ? And would you like all your customer emails and webforms to be managed – prioritising what's important and providing immediate escalation and follow up to your customer, Now it possible.

Our email management system brings all your customer inbound emails and web forms, seamlessly and securely into our Agents View for processing. Our Live Customer Service agents, can answer email queries, provide follow up information on your behalf, and or escalate to your personnel as per your pre- defined instructions.

Your customers emails are acknowledged immediately and our Live Agents process their query in lightning speed

- Secure Seamless System
- We will only process emails as agreed – pre defined

How it works

Our email management service will improve the speed and efficiency of your response times to your customers.

As part of our Live Agent Service, you will be assigned the relevant email routing protocols which will allow us to receive your emails, and respond with your domain name so the customer thinks they are dealing with you directly.

Key Features

Boost your customer experience with your brand

Provide your customer with real time email and web form handling.

Provide the right answers and responses

Pre- defined responses and process in place and promotion of 1 contact resolution.

Escalations to your personnel

Defined emails can be escalated to your staff over the phone.

Inbound and outbound of files and information

Handle ad-hoc email attachments.



Email Management is part of our Live Agent Service and can also be integrated with our Social Media Monitoring Service and Web Chat Services.

Social Media Monitoring

Live Agent Listen and Respond to your customers Social Voice for better customer care response and brand image

Web Chat/Web Bot Services

Advanced, Automated Responses to advise and guide your customers.

