VisNetic **MailFlow**

email management

When customers email your organization are they receiving timely, accurate responses? Do you have systems in place to know if they aren't and take action? Can you afford to lose customers because of poor email customer service?

Most organizations do not have a specific application intended for email customer service, and use a personal email client for all email correspondence. Outlook is an excellent solution to send, receive, and organize individual messages. However, as inbound business email traffic to your organization increases, personal email clients are not equipped to properly route and track messages to meet customer service standards.

VisNetic MailFlow allows your organization to respond to customer inquiries promptly, professionally, and consistently. It provides a centralized, web-based email management environment that can be accessed (securely) by any sales representatives from any location with Internet access.

Powerful routing rules allow for intelligent distribution of email among various ticket boxes (incident queues) or sales representatives, providing tremendous flexibility in how messages are handled.

With VisNetic MailFlow, managers can establish and enforce rules that help regulate service quality, such as being alerted when messages have not been responded to in an allotted amount of time. Managers can also be alerted based on load conditions (such as a backlog in unanswered inquiries), helping them to identify and manage workload trends.

VisNetic MailFlow provides a strong foundation for managing organizational email correspondence, improving service potential where it matters most --at the point of customer contact. The system provides:

- Powerful email routing and workflow processing

- Centralized library of standard responses

- Automatic generation and tracking of service incidents

- Comprehensive reporting and analysis

- Access to customer communications history

- An intuitive, familiar web-based interface

- Load Balancing capability for a high level of performance and scalability

enhanced customer service

Increase agent productivity

VisNetic MailFlow allows work to be distributed as needed, reducing email overload and increasing organizational flexibility. It automatically collects and processes inbound email messages, associating each of them with an existing ticket (incident) or creating a new one. Tickets are then routed to the appropriate ticketbox (queue) where your agents can respond to them. The system can automatically reply to customer inquiries (with receipt confirmation, for example), either immediately or after the ticket goes unanswered for a specified period of time. It can alert the appropriate personnel when ticketboxes become too full or tickets remain unattended for too long. Agents can also be required to handle oldest inquiries first to help guarantee timely responses. VisNetic MailFlow's zero-footprint, browser-based interface is advanced, yet intuitive and familiar, maximizing the productivity potential of new and experienced agents alike.

Enhance email accuracy and quality

VisNetic MailFlow offers a Standard Response Library, which can increase the accuracy of agent responses to customer inquiries. This powerful tool allows organizations to share and distribute the knowledge of their workers. Standard responses can be categorized to maximize accessibility, while frequently used standard responses are tracked automatically per agent. Suggested Standard Responses are also provided based on keyword density, simplifying the response selection process for agents. Accuracy can also be improved by the potential for email supervision within VisNetic MailFlow. For example, managers and supervisors can require certain Agents to have their messages "approved" by a supervisor before they are delivered. Agents can also escalate ticket to a supervisor as needed.

"I could not imagine running our business without VisNetic MailFlow: our goal is to provide excellent responses to email requests as quickly as possible. With VMF agents never miss a message and management can track performance and review quality."

Luca Trotta - Summer In Italy Travel Agency

customer relationship building

Build and sustain lasting relationships

Nothing makes a customer feel less important than being shifted from agent to agent with each new email they send, only to have to describe their problem anew each time. With VisNetic MailFlow, every customer can be made to feel like your most important customer. Allow your agents to provide highly personalized attention to each email through easy access to the customer's entire communications history. Contact records within the system can be customized to store any type of customer information relevant to your organization. Agents can also store private, internal-only notes for each ticket in the system, further improving tracking capability. You can even prioritize tickets from your most profitable customers.

"We have been using MailFlow for over three years now and our staff is much more efficient and our managers have a better overview of all the email communication going to and from our business."

Ariel Shmorak – Shipsurance Insurance Services

Simple Implementation

VisNetic MailFlow is available as a Windows based server software application that clients access using Internet Explorer, Google Chrome, or Apple Safari. VisNetic MailFlow Technicians are available to assist with your MailFlow installation. Setup can generally be accomplished within an hour. System requirements are light, and the familiar easy to use web based interface requires little to no training.

Stability, Scalablity and Security

VisNetic MailFlow supports Load Balancing, which allows MailFlow to scale to any size organization, while delivering a high level of availability and performance. This feature is immediately beneficial to high volume organizations, but also provides peace of mind to smaller organizations, since as their email traffic increases, they can be confident that their email customer service platform will scale to meet their needs.

Pricing and Licensing

VisNetic MailFlow pricing is based on the number of Agents or Representatives who login to MailFlow to send and receive messages, generate reports or administer the application. VisNetic MailFlow software licensing starts at three agents and scales to 1000+ agents.

What Next?

-Free Personalized Online Demonstration: http://visnetic.com/demo

-Download and install a free, fully functional 30 day evaluation: http://visnetic.com/download

-Learn more about VisNetic MailFlow: http://visnetic.com

-Contact a friendly, knowledgeable VisNetic MailFlow specialist at (800)-599-8856 or (989)-732-8856