



MAIL MANAGEMENT

Enterprises are compelled to allocate precious resources to keep up with rapid email inflow and avoid delayed or inadequate responses to customer queries.

7twenty's Email Management tool enables you to handle large volumes of email from customers, provide quick answers to queries and resolve issues in no time. By organizing and prioritizing inbound email and providing predefined responses, the smart system keeps you in control of service quality, facilitating a constant improvement of customer experience.

Integrating Email Management also provides your team with real-time analysis tools and instant access to customer information and history, enabling highly personal and effective communication.

7twenty's Email Management is an invaluable tool for providing high-end unified service across all channels. Easily assimilated and unitized, it allows you to affect purchase decisions and strengthen customer loyalty by optimizing your existing resources.

TECHNICAL FEATURES

- HR system interface
- Advanced queue management capabilities
- Simple SLA defining and monitoring
- Real-time, scheduled and custom reports
- Customizable control over user permissions
- Unified customer data and history
- Real-time data analytics and reporting
- Predefined replies and automatic suggestions