

INFINITI SUITE

Email Flow
Tools



Quickly and Easily
Facilitate Email
Interactions

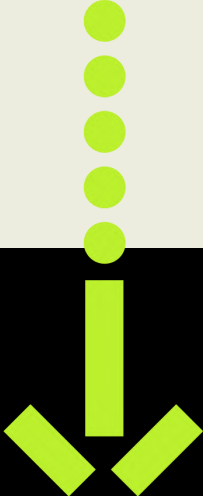
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Challenged by limited email functionalities?

Get more out of your email interactions with added features and functionalities that increase flexibility.

Contact center managers, administrators and tech resources are often challenged with limited capabilities that impede their ability to properly and efficiently manage email flows. Customer-focused companies of all sizes require value-added tools that boost email interaction capabilities, adding much needed features and functionalities at the hands of contact center professionals.

Stop us if this sounds familiar... A key resource spends several hours manually sorting through hundreds of emails that are manually scanned and sent to the appropriate groups to be processed. No one wants to waste such precious time! With Infiniti Email Flow Tools, benefit from enhanced productivity by eliminating manual email handling and automating routing features. Redirect wasted hours towards value-based activities that enhance the bottom line.



Emails received during business hours will be placed in the queue, while everything received outside these hours, will be stored in the Inbox and processed the following business day.

Close



Inbox



Open



Queue



Features

/ Opening Hours Management

Email Flow Tools automatically determines your business hours based on each client's Service Level Agreement (SLA), ensuring that all email interactions are delivered within the specified timeframe. Email inquiries received after "business hours" remain in the Inbox folder and will be redirected the next business day.

/ Inbound Routing Rules

Based on user criteria, email interactions will be routed to the proper workgroup for treatment, such as:

- Sender's email address
 - Recipient's email address
 - Email subject
 - Language
 - And more...
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/ Keyword Spotting

Email Flow Tools automatically scans emails looking for specific keywords within the email body and/or subject, assigning workgroup, priority and skills based on these keyword searches.

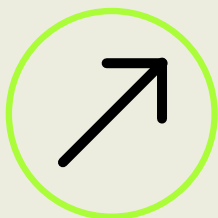
/ Response Handling

With Response Handling, you can assign a set of business rules that are applied to outbound emails before a response email is sent back to the client. This means you can create a process whereby emails are validated by a supervisor, revised, go through a keyword validation, or simply ensuring that emails are responded in a manner that complies with the customer's SLA package. The options are endless and are completed based on your internal business processes.

/ Email and Webform Body Parsing

Do you have the same sender email address on many Contact Us webforms? This can pose several challenges. With Email Flow Tools, you can maintain multiple email boxes with varying degrees of interactions allowing you to extract specific data from incoming emails. By configuring the app to pull specific data fields from incoming emails, you can convert unstructured email into easy-to-handle structured data. The custom parsing structure is controlled per address, as some mailboxes have unique structures that make a standardized parsing approach difficult. Other Functionalities Include:

- Inbox (after hours)
 - Outbound Routing
 - Email Notifier
 - Automatic Response
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Get Infiniti Email Flow Tools