

## **IT CAN COST UP TO £15 PER EMAIL to process each and every email that your organisation receives.**

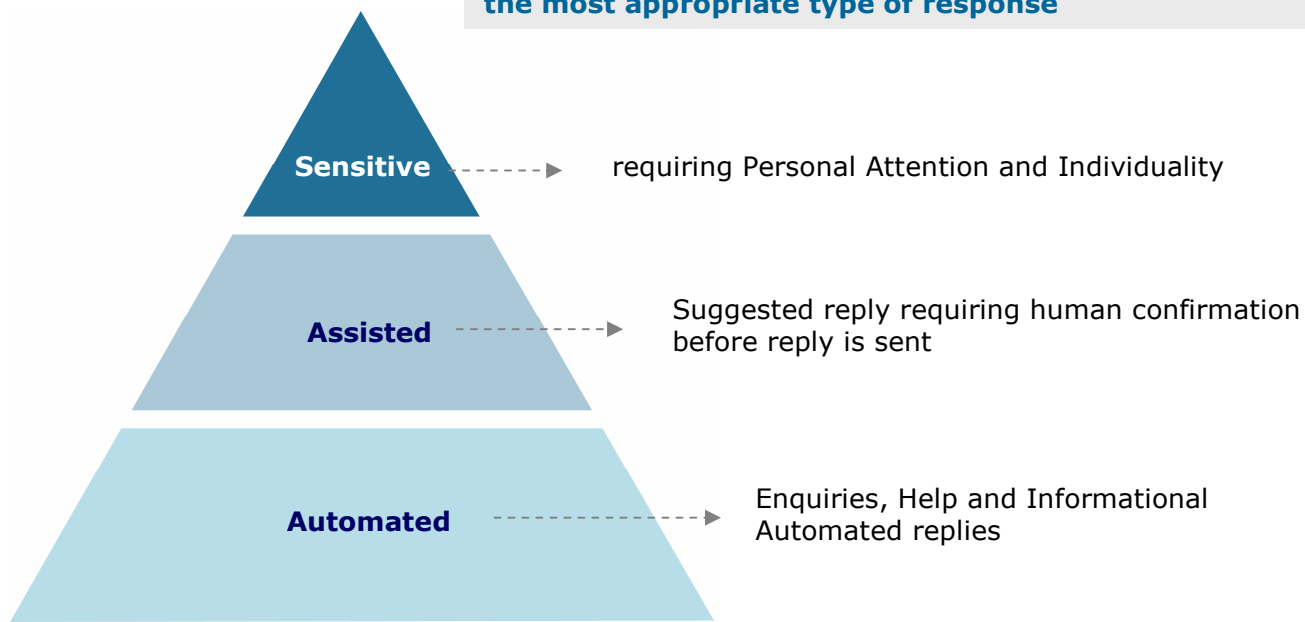
Sense Software's highly efficient email receipt, qualification, acknowledgement, response and routing system enables you to automatically provide almost instantaneous, effective and consistent replies.

### **But effective Email Management is not just about sending automatic responses....**

Configurable "sensitivity" levels enable you to decide which emails will be automatically responded to and to route those which you deem require human intervention to the correct resource. Once there, the system provides suggested responses to your operator based on the content of the email which can be quickly and easily confirmed

- **Dramatically reduce cost of email handling**
- **Respond 7 days a week, 24 hours a day**
- **"Plug n Play" with any existing email systems**
- **Defined business rules for timely, appropriate responses**
- **Provide consistent, accurate, intelligent responses**
- **Minimal human intervention unless required- you decide**
- **Proactive guidance for Assisted Responses**

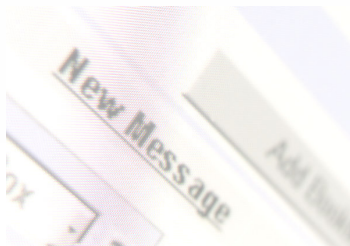
**To ensure best practice and exceptional Customer Service, Sense Email Manager categorises incoming emails to ensure the most appropriate type of response**



add commonsense™ to your organisation

#### **Sense Software Ltd.**

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- No desktop software –easy to install maintain and use
- Quick to deliver with straightforward, non-technical management and admin
- Designed to enable “Continuous Improvement”
- Rich tools to automate **AND** assist those requiring human intervention
- Integrated management information

| Email Management            | Feature Summary   |
|-----------------------------|---|
| <b>Auto-Acknowledgement</b> | Sends an immediate confirmation of receipt back to sender.  |
| <b>Qualification</b>        | Qualifies emails to determine type of response required.  |
| <b>Suggested Solutions</b>  | Incoming email is analysed and an automatic, intelligent reply is quickly sent containing links to appropriate, relevant answers in the knowledgebase |
| <b>Templates</b>            | User definable templates for “best practice” responses  |
| <b>Contact Us</b>           | Optionally offers the recipient to request a contact if their query is not completely answered or they have follow-up questions                       |
| <b>Scheduling</b>           | Allows the recipient to optionally set date / timeframes for call-backs   |
| <b>Business Rules</b>       | Business rules ensure that where human intervention is required, these are correctly assigned and scheduled to the appropriate staff,                 |
| <b>Service Levels</b>       | Configurable response parameters are set to ensure timely response and adherence to any agreed service levels   |
| <b>Escalation</b>           | Alert Managers and initiate follow-ups to meet response commitments   |
| <b>Blending</b>             | Can be blended into staff’s other activities (such as Inbound or Outbound calls)  |
| <b>Case Management</b>      | Capture and track each customer interaction and retain multi-channel interactions into one Case record.   |
| <b>History</b>              | Retain and Replay customer interaction history  |
| <b>Integration</b>          | Designed to integrate to your existing Email and CRM systems  |
| <b>Security</b>             | Flexible security with role based permissions, access control and approval levels.  |
| <b>Web based Interface</b>  | Intuitive, easy to use Administration and User Interfaces.  |
| <b>Global Enterprise</b>    | Multiple Languages support global organisations   |

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