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CCKall
E-mail Manager 8
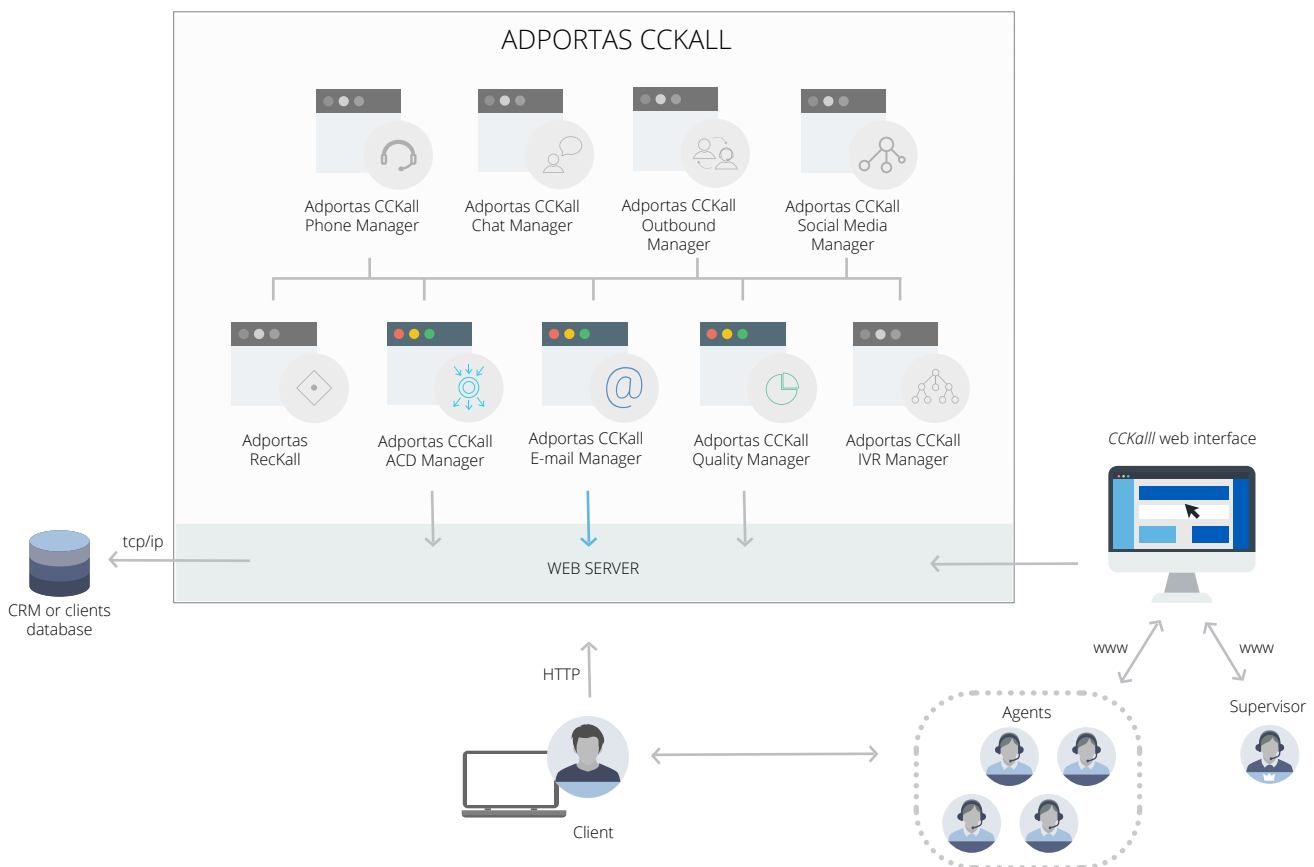
Corporate e-mail solution

adportas ™

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1. Description.

Adportas CCKall E-mail Manager is a smart routing management system for e-mails (inbound and outbound), identifying different data in each message to improve service flow using skill-based routing or load balance routing algorithms.

Adportas CCKall E-mail Manager, when integrated to the *Adportas CCKall IP Contact Center* solution, delivers real-time statistics on e-mail management performance (group and individual) to agents and supervisors using *KPIs* (received, responded and pending e-mails percentages).

2. *Adportas CCKall E-mail Manager* architecture.

ADPORTAS CCKALL

Adportas CCKall Phone Manager

Adportas CCKall Chat Manager

Adportas CCKall Outbound Manager

Adportas CCKall Social Media Manager

Adportas ReckKall

Adportas CCKall ACD Manager

Adportas CCKall E-mail Manager

Adportas CCKall Quality Manager

Adportas CCKall IVR Manager

CCKall web interface

WEB SERVER

tcp/ip

CRM or clients database

HTTP
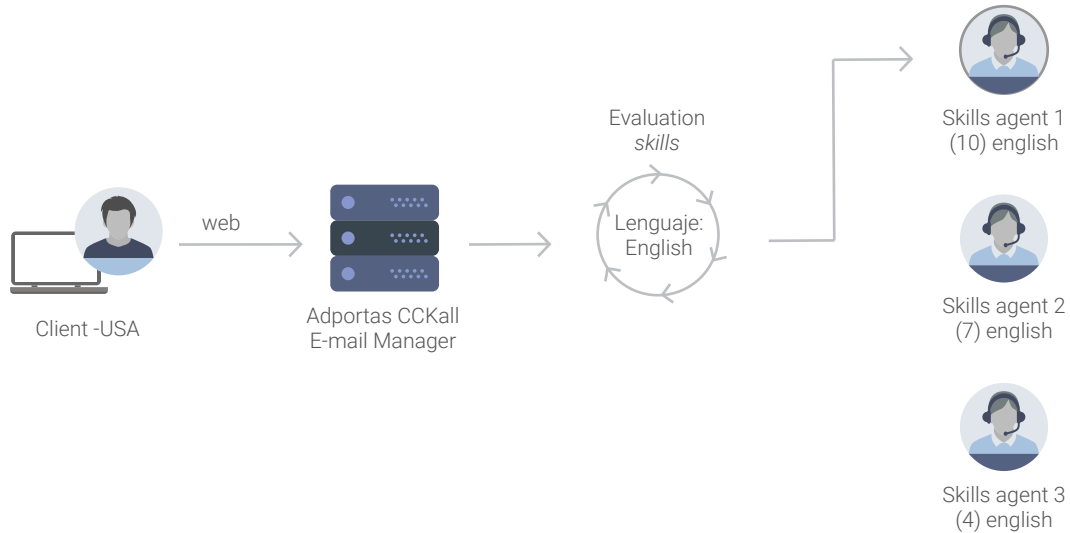
Client

Agents

Supervisor

www   www

3. *Adportas CCKall E-mail Manager* main functionalities.

3.1 Functionalities of inbound e-mail.

3.1.1 E-mail routing based on agent skills.
· For example, by language, writing, empathy, area of knowledge, gender, location.
· Defines routing rules, determining priorities for each set of skills.
· Its redirecting algorithms are configurable by each agent's degree of ability.
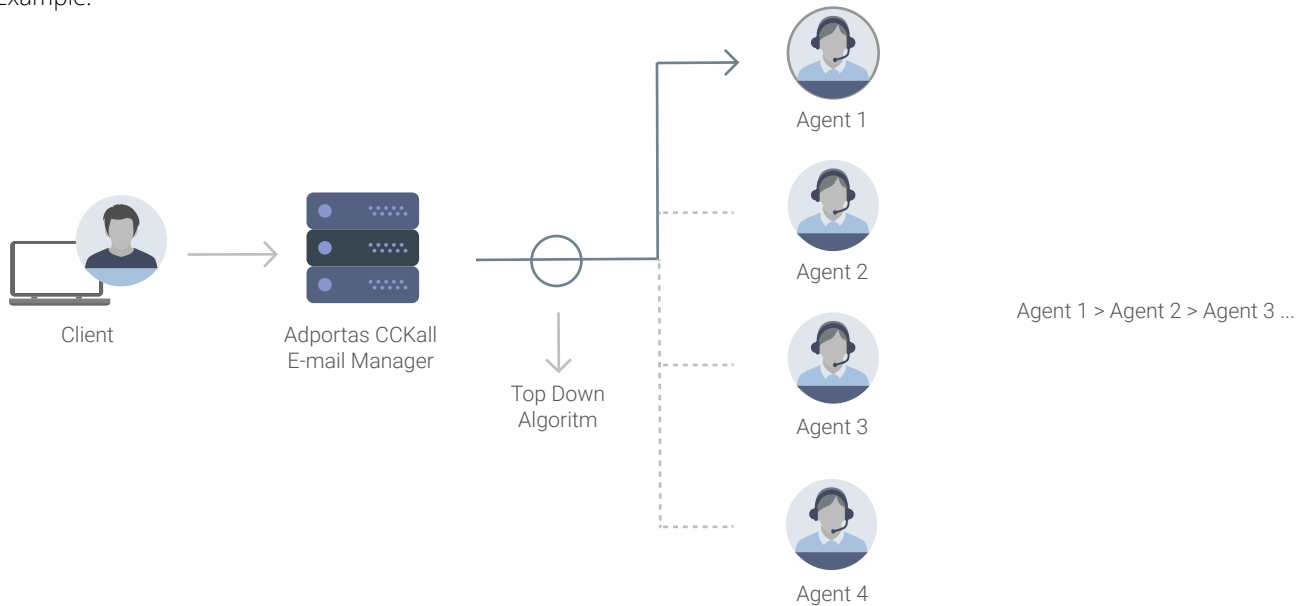· Allows creation of new skills on the administration portal.

Example:

Client -USA → web → Adportas CCKall E-mail Manager → Evaluation *skills* / Lenguaje: English →

Skills agent 1 (10) english

Skills agent 2 (7) english

Skills agent 3 (4) english

3.1.2 Routing based on automatic e-mail distribution.
· E-mail load balance by algorithms (Top down, circular, most idle, broadcast).
· Routing interactions toward a particular group of equal profile (support@xxxx.cl).
· Possibility of response from multiple agents to a single client with interaction traceability.
· Although each agent has a personal e-mail, communication with the client is over a predefined single account within the e-mail group, generating a unique account between client and agent.

Example:

Client → Adportas CCKall E-mail Manager → Top Down Algoritm →

Agent 1
Agent 2
Agent 3
Agent 4

Agent 1 > Agent 2 > Agent 3 ...

3.1.3 E-mail viewing.
· Pop-up notifications for new and sent e-mails, inbox, drafts and outbox update status.
· E-mail queueing, including quick reply option.
· E-mails with integrated images and downloading of attached documents.

3.2 Outbound functionalities.
· Generates preconfigured responses, integrated to the database.
· Includes a standard responde library for agent support.
· Sends e-mails with multiple file attachment option.

### 3.3 *Adportas CCKall* agent interface administration.
Adportas CCKall E-mail Manager agent web interface allows a complete view of the e-mail environment including a window with received, sent, drafts and pending e-mails, plus performance levels by multichannel *KPIs*.

Adportas CCKall agent interface view with Adportas CCKall E-mail Manager environment on inbox.
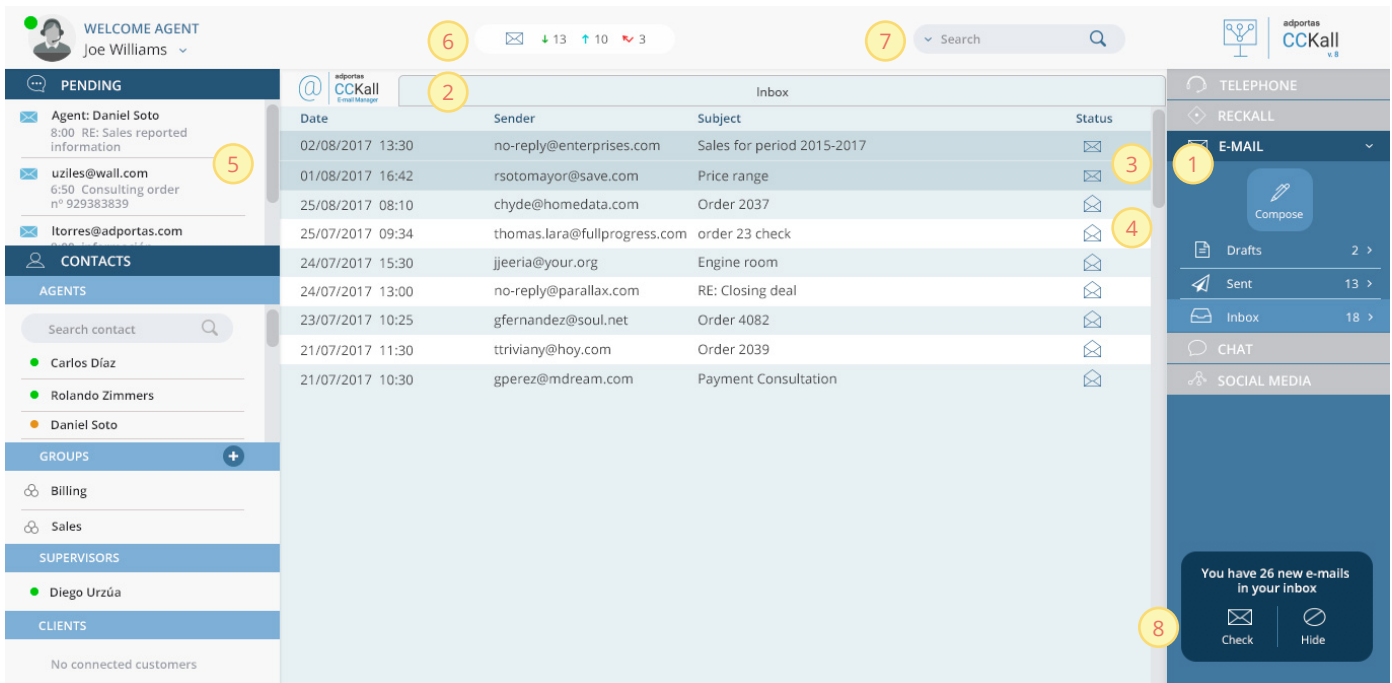
① Permanent menu with new e-mail composing, drafts, sent and inbox.

② Tab navigation.

③ Unread e-mails.

④ Read e-mails.

⑤ E-mail queueing.

⑥ Constantly visible KPIs.

⑦ Search engine with filter.

⑧ Pop-up notifications when sending e-mails, inbox, outbox and drafts reloading, and new e-mail notifications.

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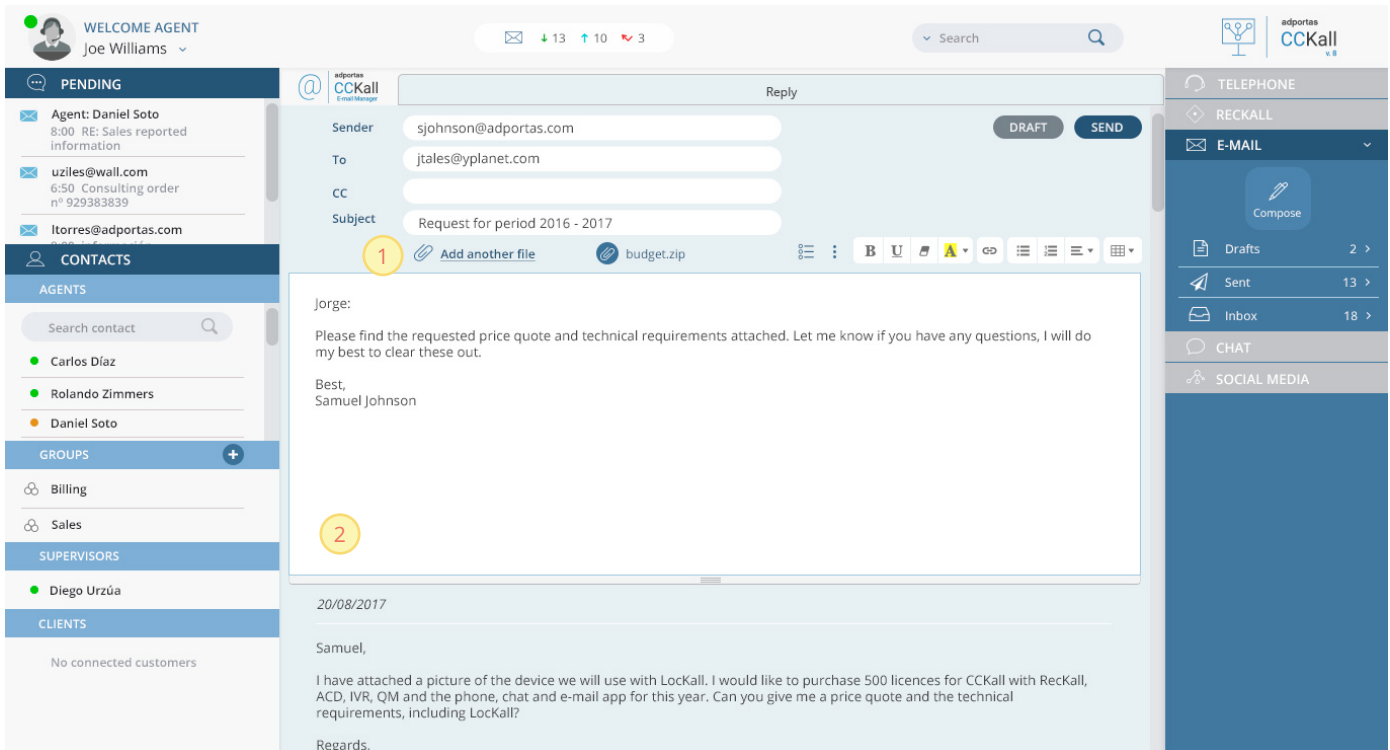### E-mail Manager 8

View of incorporated image in e-mail received on agent web interface.
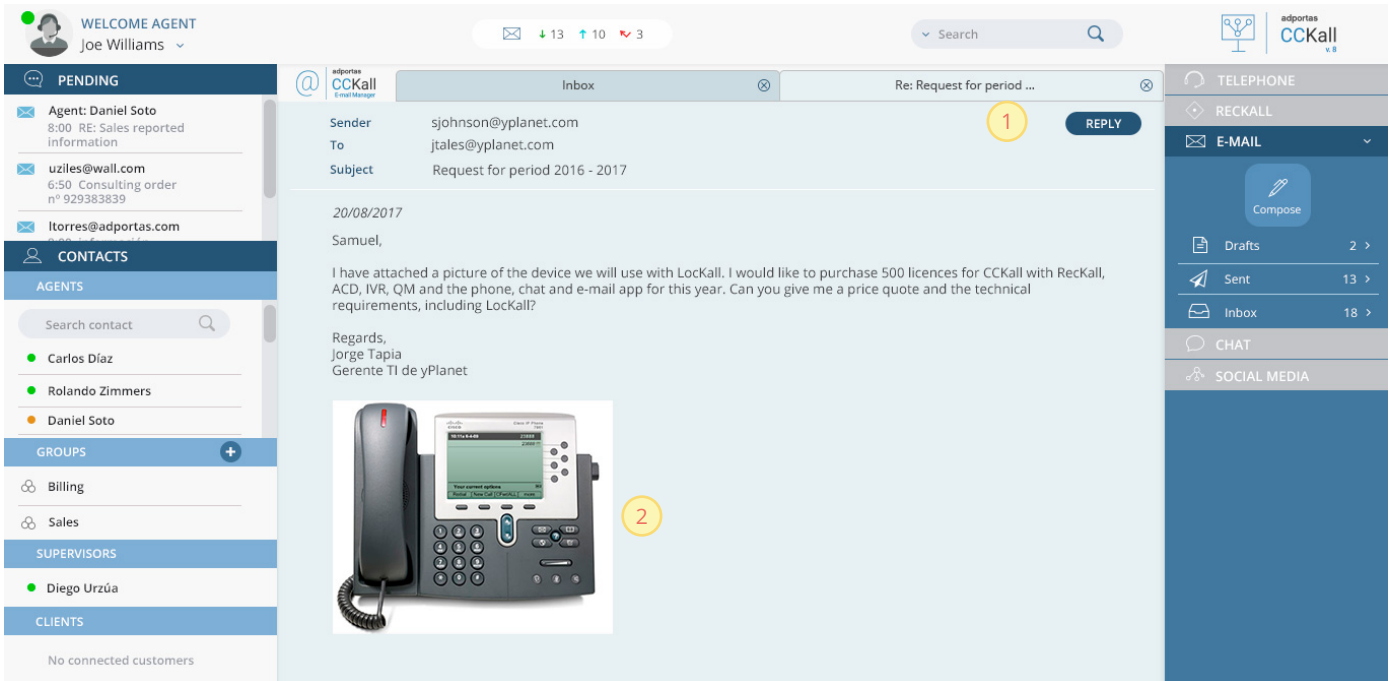
① Respond button.   ② Incorporated images.

E-mail response view on agent web interface.

① Attach one or more files option.   ② Large response area with lower view of responded e-mail.

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New e-mail screen view on agent web interface.
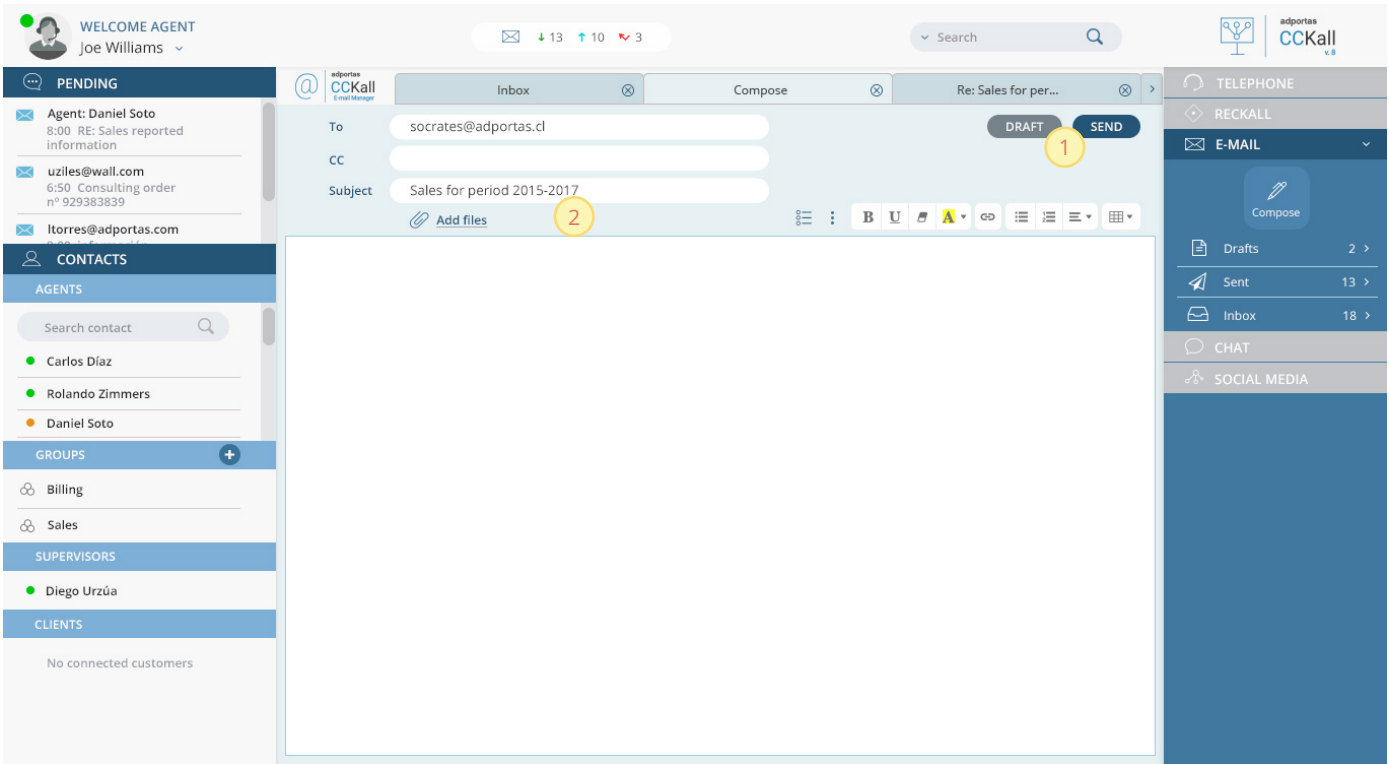
① Send and save as Draft buttons.

② Compose new e-mail with included attachment option and enriched text writing.

Prerecorded messages.

The message manager is located above the text field, opening a modal window for adding or deleting predetermined texts. Clicking on the list icon displays a contextual menu for prerecorded messages. This reduces the response time between an agent and an external client.

Prerecorded messages manager
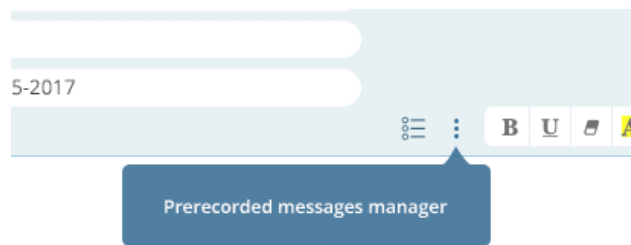
Prerecorded messages on supervisor interface.
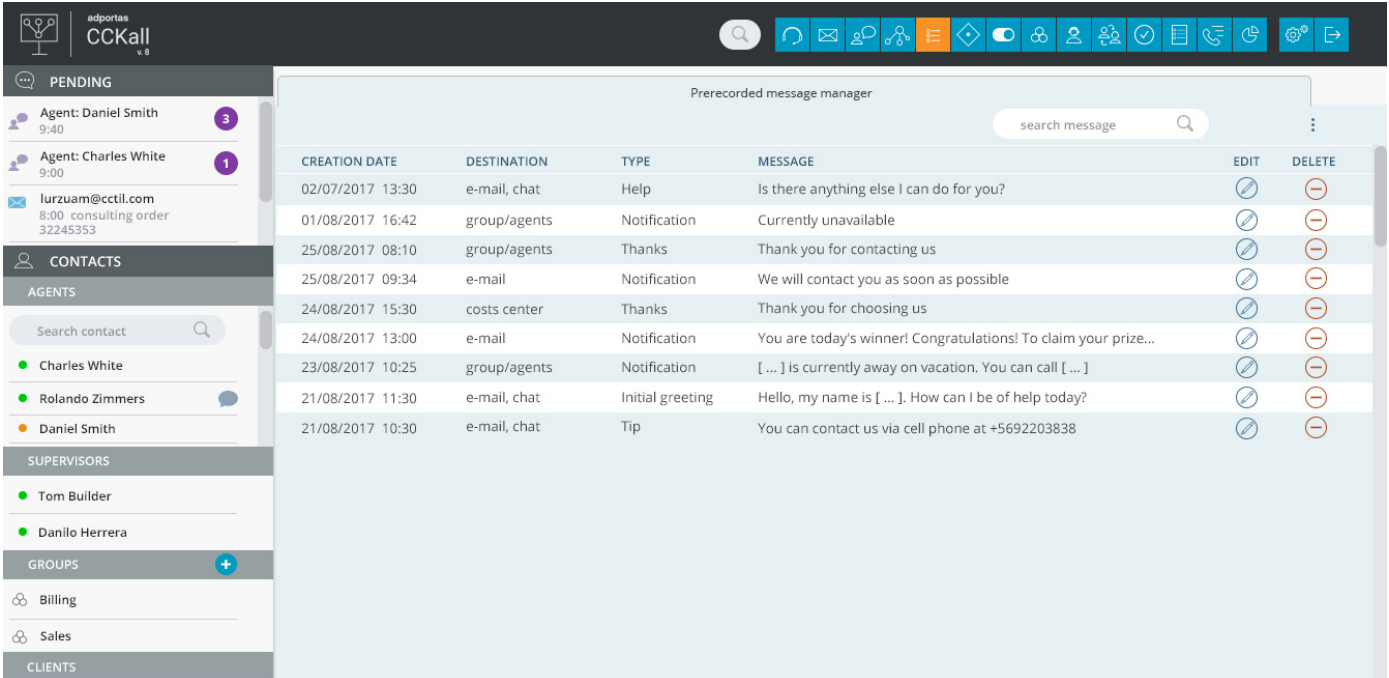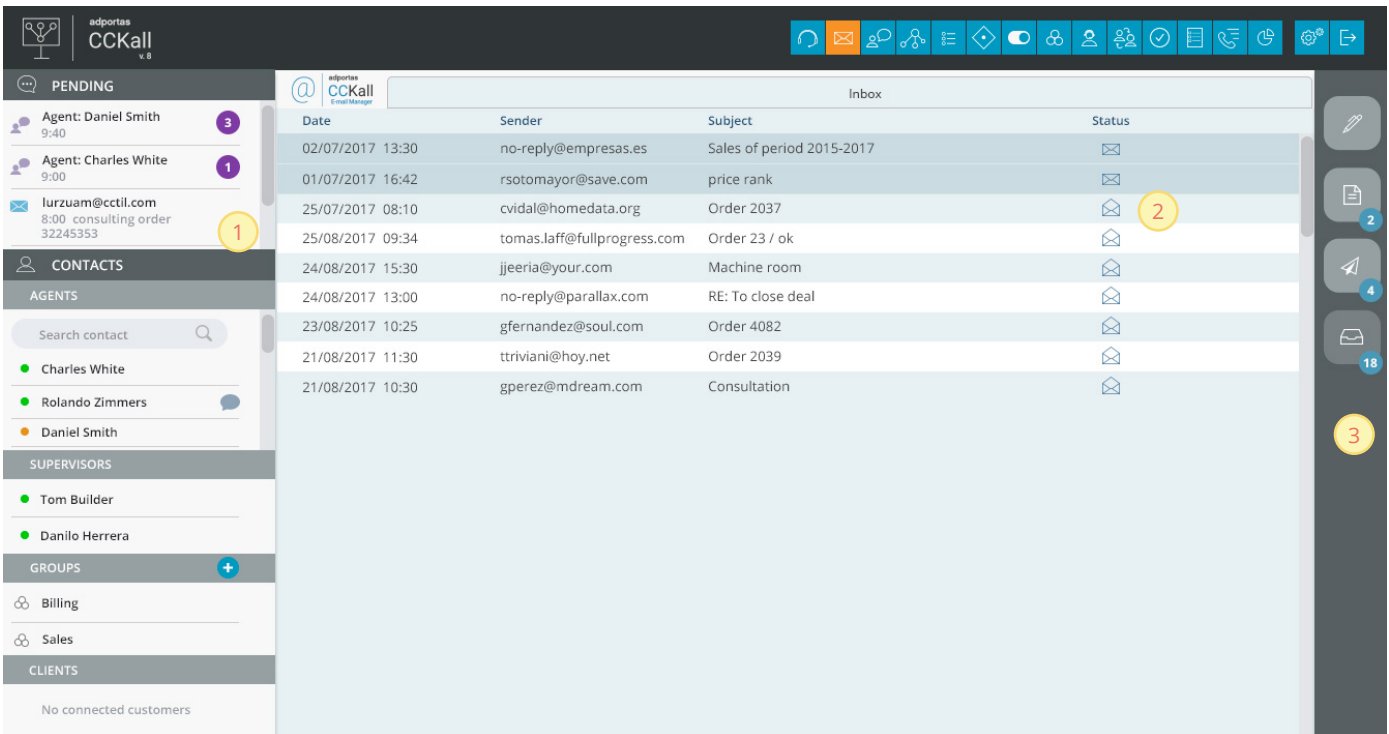Use this option to create, modify or delete prerecorded messages for client assistance.

CREATION DATE	DESTINATION	TYPE	MESSAGE	EDIT	DELETE
02/07/2017 13:30	e-mail, chat	Help	Is there anything else I can do for you?		
01/08/2017 16:42	group/agents	Notification	Currently unavailable		
25/08/2017 08:10	group/agents	Thanks	Thank you for contacting us		
25/08/2017 09:34	e-mail	Notification	We will contact you as soon as possible		
24/08/2017 15:30	costs center	Thanks	Thank you for choosing us		
24/08/2017 13:00	e-mail	Notification	You are today's winner! Congratulations! To claim your prize...		
23/08/2017 10:25	group/agents	Notification	[...] is currently away on vacation. You can call [...]		
21/08/2017 11:30	e-mail, chat	Initial greeting	Hello, my name is [...]. How can I be of help today?		
21/08/2017 10:30	e-mail, chat	Tip	You can contact us via cell phone at +5692203838		

3.4 Administration of *Adportas CCKall* supervision interface with *Adportas CCKall E-mail Manager* environment.

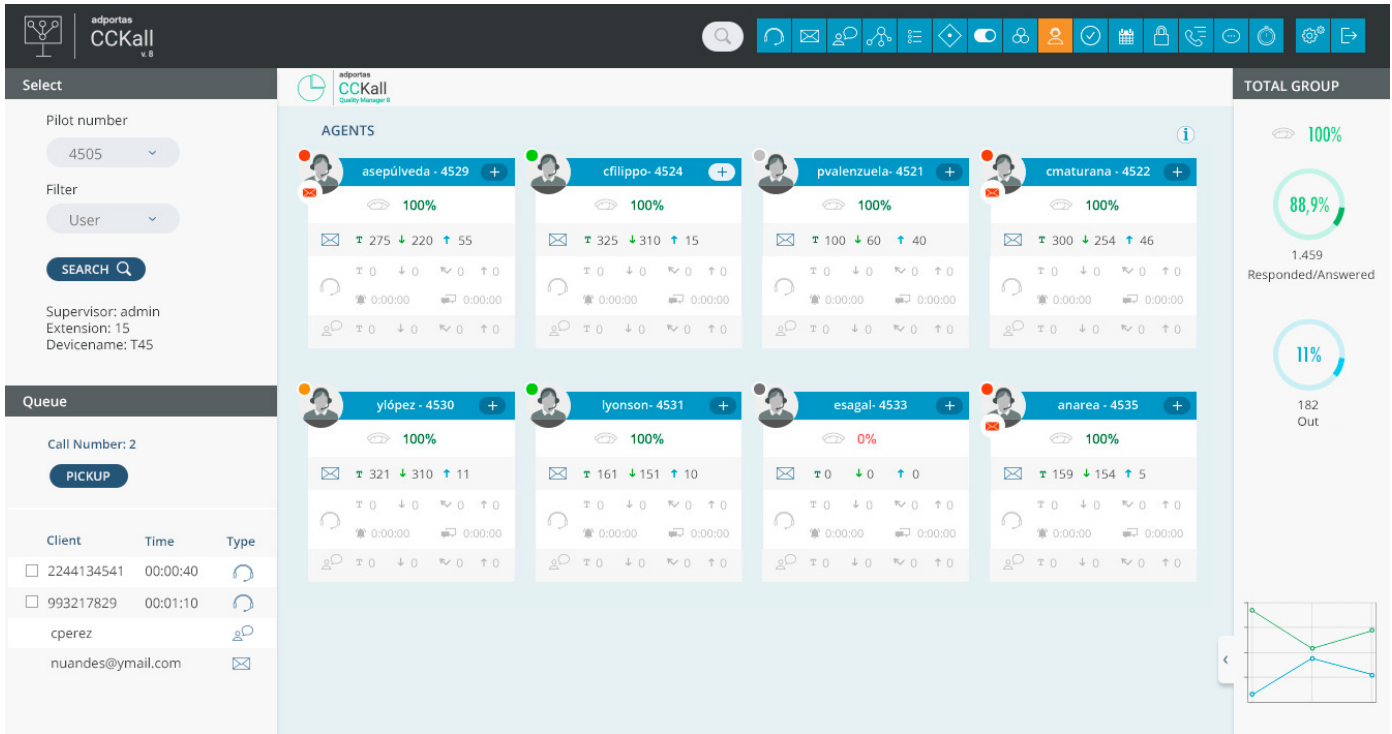**E-mail inbox view on supervisor web interface.**

Date	Sender	Subject	Status
02/07/2017 13:30	no-reply@empresas.es	Sales of period 2015-2017	
01/07/2017 16:42	rsotomayor@save.com	price rank	
25/07/2017 08:10	cvidal@homedata.org	Order 2037	
25/08/2017 09:34	tomas.laff@fullprogress.com	Order 23 / ok	
24/08/2017 15:30	jjeeria@your.com	Machine room	
24/08/2017 13:00	no-reply@parallax.com	RE: To close deal	
23/08/2017 10:25	gfernandez@soul.com	Order 4082	
21/08/2017 11:30	ttriviani@hoy.net	Order 2039	
21/08/2017 10:30	gperez@mdream.com	Consultation	

1 E-mail queueing.

2 Read and unread e-mails area.

3 Permanent menu with new e-mail composing, drafts, sent and inbox.

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KPIs view by agent group on *Adportas CCKall* supervisor interface.
From the *Adportas CCKall* web interface the supervisor obtains a complete view of the *KPIs* (performance indicators) of every agent in parameters such as e-mails pending, sent and received.

Requirements

Agent/supervisor web interface
Firefox, Chrome or Safari browser
Adportas CCKall E-mail Manager server
Linux Centos 6.0 or higher, *RedHat* 6.0 or higher
Java Jdk 7 or higher
E-mail distribution service application installed

Adportas CCKall E-mail Manager application service from *Adportas CCKall*
Database: *Postgres* 8.4 or higher
Apache Tomcat 7 or higher application container
E-mail ports: smtp port 25 protocol

Adportas CCKall hardware requirements

10 to 50 licenses
CPU: Quad core or higher
RAM: 16 GB or more
Drive: 500 GB or more

100 to 400 licenses
CPU: Hexa core or higher
RAM: 24 GB or more
Drive: 1 TB or more

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