

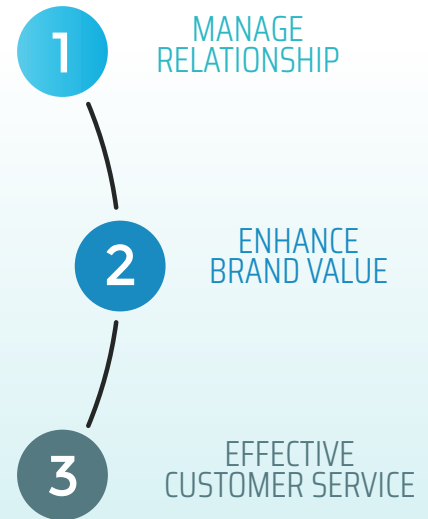
ICE Email Management

Powerful - Scalable - Easy to Use

AN INTELLIGENT AND COMPREHENSIVE PROFESSIONAL SOFTWARE SOLUTION THAT ADDRESSES COMPLEX DAY TO DAY CUSTOMER SERVICE RESPONSES NEEDS.

EMAIL MANAGEMENT SOFTWARE BENEFITS

- Organized and efficient business communication
- Collaborate with your teams effectively
- Improve productivity and customer CSAT index
- Enhance your prospects with quick response turnaround



EMAIL MANAGEMENT FEATURES

AVOID CLUTTERING OF EMAILS AND STREAMLINE YOUR CUSTOMER SERVICE

- Convert Email to Tickets
- Quality Control Outbox
- Auto Emails Distribution
- Consolidated Interaction History
- Canned Responses
- E-Ticket Status Options
- Rule Based Intelligent Routing
- Intuitive Reporting
- Manage Service Levels
- Smart Filtering

Swap between different customer services needs (Chat & Email) JUST ON A CLICK.

Data to Analytics to Insights

Skill	Total	Resolved	InProgress	Tier 1	Tier 2	Tier 3
Registered Members	908	582	1	250	248	410
Email Support	144	112	3	60	61	23

