



INVITE

Our Telephony System Is Built To Endure

HI, I'M METRIMAIL



METRICRM

SALES EMAIL MANAGEMENT MODULE

MetriMail is a multi-feature email management system that supports and manages multiple email inboxes with an extremely smart algorithm to track, prioritize and handle when every single email received.

WHY METRIMAIL

INTELLIGENT EMAIL RESPONDER

MetriMail is able to scan the subject of the emails and intelligently perform routing to the specific user group or update the email status to closed, spam and deleted.

SKILL-BASED ROUTING CAPABILITIES

Inbound emails are routed to the designate user group or CSR according to pre-defined rules or skillsets in MetriMail.

AUTO ACKNOWLEDGEMENT VIA PRE-SCRIPTED RESPONSE

MetriMail is allow to customize messages that provide immediate acknowledgement upon receipt of email or email status update from and to customer.

TICKET CREATION AND INTEGRATION

MetriMail is able to generate the ticket via a single click by the users. This would allow users to review both Email and Ticket at the same time.

PERFORMANCE MONITORING & REPORTING

Administrator and supervisory tools are available to monitor the performance of the users such as Most Efficient Agent, Most Handling Agent and etc. View the data by ad-hoc, daily, weekly, monthly or specify timeframe in both graphical and report formats.