Britannic

INBOX

Increase human value with email automation.

Emails are one of the hardest communication types to control and their volume is ever increasing. INBOX is the platform for your organisation to continue to deliver a great customer and agent experience and meet your SLAs. With INBOX we can dramatically improve the way your organisation views and processes emails and tasks, acting as a front-end digital filter to ensure the right team receives their messages and tasks in a prioritised and organised way.

Your organisation is perfect

INBOX allows you to bring multiple mailbox accounts into a corporate single view (native or contact centre) with business level structure and context focus with zero service interruption during implementation. Complete numerous unique tasks directly, without the need to switch between software screens or accounts. Streamline and increase productivity with filtering, prioritisation and removal of time-consuming repetitive tasks through automation.

> **"We were inundated with emails and web forms and our agents couldn't respond within the time frame the residents would expect.**
> We also had no control on what was coming into the contact centre, therefore couldn't meet the demands of residents."

Coral Bannister, Digital Contact Centre Manager, Peabody

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Core capabilities and functionality

Automated inbox management

INBOX reads, sorts, correlates and threads emails. reassigning them based on custom rules. INBOX can integrate with your contact centre; passing relevant interactions to staff for rapid response or orchestrated business processes.

Smart tagging and search

Find emails with ease. With rules and filters that you determine, you can easily organise, monitor and prioritise your customers' enquiries. You no longer need to wade through long threads to gauge context and sentiment: a simple tag will do.

Simple integration

INBOX copies emails straight from your email server and integrates with many CRMs, contact centre solutions and 3rd party systems. Further integrations are simple as full API documentation is available on the platform.
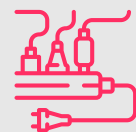
Productive agents

Get the best out of your team by removing the distraction of emails where they can add no value. Set them up for success with tools that increase the value of human contact enabling them to handle more complex or higher value enquiries.

Visualise the data

INBOX reporting empowers you to see vital data down to a granular level.Export the raw data to your favourite data manipulation tool and add valuable insight to your decision-making.

Task scheduling and ticket management

With business orchestration at the heart of your operations, INBOX has ingrained task scheduling and appointment booking to carry out the next action required. Create tickets automatically from emails, assign to different groups and prioritise by type.

Powerful rules engine

Create rules to trigger actions based on fields and conditions matched. Optimise existing rules with the rule debugger and use the rule log to understand rules used.

Email parsing

Extract data from emails and attachments without manual intervention and push it, using INBOX's freely available APIs to integrated systems. Removing transactional tasks and reducing the possibility of human error.

A great user experience

With secure user logins and customisable roles to control access, you can be sure that users of the system will have the best possible, safe experience. Technical knowledge is not required so the best users are within the line of business.

Business benefits

Inbox automation

Reduce the number of enquiries handled manually to a well-managed level. Quick, automated responses to routine enquiries massively increases customer satisfaction.

Add human value

Your people are your biggest asset. Empower them to add value, making their jobs more fulfilling and deal with more complex and valuable enquiries.

Increased productivity

Interactions and events are organised. After implementing INBOX, you'll watch your staff's productivity accelerate, improving your SLA adherence.

Lowered cost to serve

With increased enquires coming in through email your cost to serve and to fulfil will be reduced; and workload will be more consistent.

Better visibility

Tracking the emails and how they are being routed improves visibility and use of resource across the business. Helping you to better manage peaks and troughs in demand.

Control the customer journey

Control your email interactions by using rules and setting expectations. Integrate to deliver better process adherence and improved automation.

Increase advocacy

With more control over the customer journey you can improve both staff and customer experience, reducing churn and turning your customers into loyal fans.

Perfect orchestration

The real power of INBOX is visible when you drive actions from email content and context. Watch your contact centre productivity grow.

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"**In the most challenging business climate we have ever seen, the biggest gain for us implementing INBOX is efficiency,** through automated organisation of our work load and the ability to report on the types of requests our customers are having, to help us implement self-service for our customers. With the intention of this leading to marked bottom-line cost savings. Implementing INBOX was very straightforward. The team took the time to understand our needs, build our MVP and give us control of our destiny in five days. The continual enhancement of the product has been a joint effort from both sides, with new features delivered within hours and days."

Neil Whitaker, Head of IT,
Mercury Holidays & Sunspot Tours Limited

Talk to the solutions people.

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technologies. Creating opportunities for growth, adding value and helping businesses disrupt their market.

Book a demo with a member of our team today!