

# OpsCentral Email

## Email Management System for Contact Centres

**OpsCentral Email** is an intelligent email sorting application that channels all inbound emails to the appropriate customer service representative (CSR) who can respond promptly and effectively. It will sort and route the emails to recipients according to subject, sender and keywords in the email content.

OpsCentral Email is a powerful tool that frees you from the hassle of sorting hundreds or possibly thousands of emails that flood your organisation everyday.



OpsCentral Email is designed to automate the process of email distribution so that CSRs can focus their time and effort on providing quality services to customers.

### ✉ Skill-based routing & sorting

Inbound emails are routed to the designated group or CSR according to pre-defined rules/skillsets.

### ✉ Auto-knowledgement

Customizable messages that provide immediate acknowledgement upon receipt of emails from customers.

### ✉ Performance Monitoring & Reporting

Allows performance to be monitored and measured. Administrative and supervisory tools are available to help you monitor the performance of your CSRs.

- View real-time statistical reports in graphical formats.
- Generate daily, weekly and monthly reports.

### ✉ History

Every email transaction - received and sent - will be saved in the database and can be accessed via a history list presented in chronological order.

### ✉ Pre-scripted Responses

Allows you to store and retrieve from a database of ready responses and templates like standard greeting messages, signatures, or even subject headings.

### ✉ Intelligent-Responder

OpsCentral Email able to scan the content of emails and intelligently suggests a list of probable answers.

For more details, visit [www.innovax.systems](http://www.innovax.systems) or call/WhatsApp us at:

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