

## Email Management

### Key Benefits

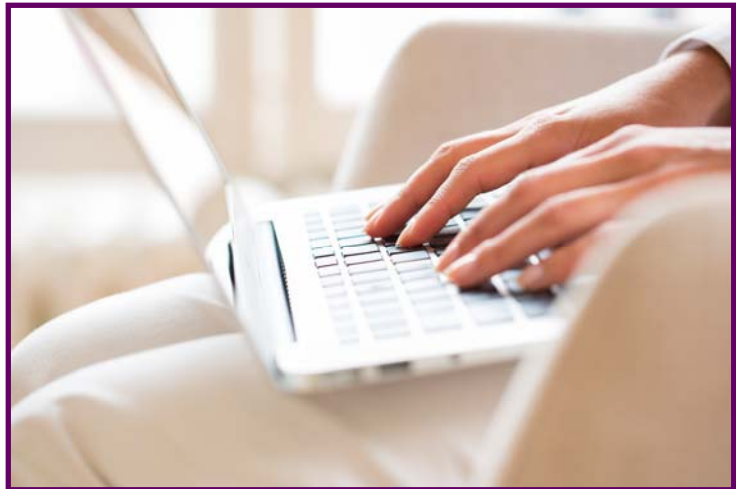
- *Provide your Customers with 24/7 Access to your Company*
- *Agents Trained in Email Response*
- *Customize a Response Library*
- *Keep Urgent Messages and Leads Fresh*

### Key Features

- *Live Agents Managing Your Email—Morning, Noon or Night*
- *Agents can Monitor and Filter Messages According to Priority*
- *Escalation Procedures Tailored to your Needs*

Your customers, clients and prospects expect a timely response when they email your company. AnswerNet can be your "info@," "sales@" and "support@" – saving you time and resources while freeing your staff to handle more productive tasks

Even the best automated email management systems can mislabel important messages. With AnswerNet's email management services, every message is read and sorted by a live agent – keeping your urgent messages and leads fresh. Our agents are specially trained to sort through your emails quickly and accurately so your important messages never get lost in the SPAM box.



AnswerNet's email management services are tailored to your specific needs and our agents can simply sort your emails, forward the messages to the appropriate person or directly respond to the sender using a customized response library. Our email services are great for:

- Sales Inquiries
- Product Recommendations
- Resolution of Customer Complaints
- Trouble Tickets and Lead Forms
- Message Forwarding
- Database Entry
- Order Entry and Processing

