

As business continually moves to the Internet, companies are experiencing an influx of electronic communications. More than ever, customers have an expectation of effectively communicating with organizations via email.

Most companies are ill equipped to handle a large volume of customer emails, as they have long since outgrown the functionality of standard email clients. Customer emails can be lost, improperly directed to unqualified personnel, or left unattended too long.

VisNetic MailFlow, an email management system designed for business, streamlines company-customer email communication. By serving as a central data collection source, VisNetic MailFlow helps businesses effectively manage email, increasing employee productivity and responsiveness. VisNetic MailFlow will also help enhance speed and accuracy of all responses, strengthen the relationships with customers through superior service, and reduce support cost through intelligent management.

feature list

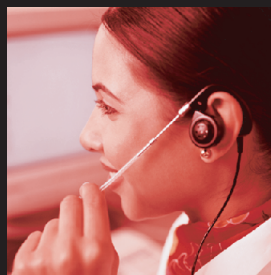
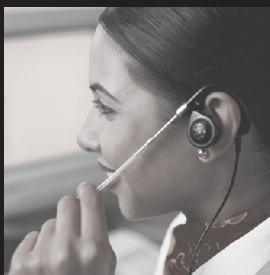
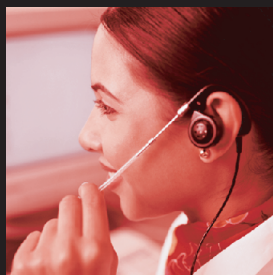
Routing Rules - VisNetic MailFlow allows administrators to create routing rules for all messages. Inbound messages can be automatically routed to the appropriate ticket box based on a number of criteria, including the subject line, the "To:" address, or the text. By taking advantage of routing rules, VisNetic MailFlow can more efficiently get messages to the correct agent without user intervention.

Standard Response Library - VisNetic MailFlow offers the ability to create standard response libraries for agents to use. Taking advantage of standard responses helps to maintain a consistent message across the entire company when speaking with clients and customers. It also helps agents to reply quickly with accurate responses, helping to insure that a minimum number of messages are needed to resolve issues.

Ticket Alerts - VisNetic MailFlow has the ability to automatically alert agents based on a number of specific occurrences. If a ticket is too old, or a ticket box has too many messages, agents or supervisors can be alerted to the situation so it can be remedied.

History - VisNetic MailFlow lets agents view the complete history of any ticket. Should ownership be handed off to a different agent, every message relative to that ticket is viewable. This allows new agents to quickly bring themselves to speed about the incident, without having to ask the customer for another explanation of the issue.

Reporting - VisNetic MailFlow offers administrators several reporting options to gather detailed information about each ticket. Administrators can set up VisNetic MailFlow to log general information, error messages, warnings, and more on several actions.



(viz-net-ik) (2002) vision of the internet

The VisNetic product family offers a total solution, built upon a common theme of interoperability, for business customers seeking to gain competitive advantages. VisNetic products will initially provide the building block necessary to serve an Internet-connected organization's messaging, security, and file transfer needs. VisNetic products encompass the latest technology: delivering stability, ensuring security, and providing scalability. In addition to a new range of offerings, customers will continue to enjoy the same reliable service from one trusted source.

In addition to VisNetic MailFlow, the VisNetic messaging suite also includes:

**system requirements****To operate as the VisNetic MailFlow Web Server:**

- Windows 2000 Pro, Server, Advanced Server or XP Pro
- WebSite Pro 3.1 or greater or Microsoft IIS 5.0 or greater
- XML Parser Engine (included)
- 5M Hard Disk space for VisNetic MailFlow files

To operate as the VisNetic MailFlow Database Server:

- Microsoft SQL Server 7 or 2000 or MSDE 7 or 2000

Memory demands:

- avg 4k per message per thread stored in database (e.g.; 1000 threads in a month with 4 messages per thread = 16M)
- additional space necessary if attachments are received/sent
- additional space for logging, dependent upon configuration

General Requirements:

- VisNetic MailFlow must have access to a POP3/SMTP mail server
- VisNetic MailFlow agent computers must be running Internet Explorer 5.5 or greater

about us

Deerfield.com is committed to identifying cutting edge Internet applications that are intuitive, innovative, and economical, and bringing those applications to market. Each solution offered by Deerfield.com answers the query to leverage Internet connectivity.

In addition to the atypical business strategies of Deerfield.com, and in contrast to the hype-filled dotcoms of late, Deerfield.com differentiates itself through an exclusive portfolio. Within the offerings of the company, customers will discover an arsenal of solutions-based products.