



FRONTLINE MAIL MANAGER

THE EMAIL MANAGEMENT SOLUTION FOR GENESYS CLOUD



NEED MORE AGILE EMAIL FUNCTIONALITY?

The Frontline Mail Manager (FMM) was developed to enhance the limited email handling capabilities of Genesys Cloud CX. Standard handling options are clearly focused on replying to a message after which the interaction is complete. The reality is often that an email interaction contains several back and forth messages before it is closed. FMM deals handily with this issue by adding 'threads' in which several emails become linked to each other.

The standard functionality of Genesys Cloud CX in an email channel offers a whole host of options for recognizing smart routing and answering e-mails within a customer contact environment. But... What if your email process is just that little bit more complex?

For example, if:

- You need the advice and knowledge of an internal or external expert to answer email
- You want to perform more actions on an email than just replying
- You want to view the complete email history and click on specific messages in a 'thread' reply
- You want to find and reopen old emails from a (calling) customer
- Or if your email handling exceeds the working day, how do you deal with the backlog and service level measurements?
- How do you deal with service levels for emails received outside office hours?

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OUR CUSTOMERS HAVE EXPERIENCED THAT THE EMAIL FUNCTIONALITY OF GENESYS CLOUD CX IS INSUFFICIENT. THAT'S WHY WE DEVELOPED THE FRONTLINE MAIL MANAGER

THE ADVANTAGES

- ✓ FMM offers a robust email management application for front office, back office, supervisors and external employees with a full set of email handling capabilities and many extra functions, compared to Genesys Cloud CX
- ✓ It also delivers a great user experience because FMM is fully part of Genesys Cloud CX. Employees experience FMM as if it were a standard part of the application.
- ✓ Easily forward emails to experts or workgroups who don't work necessarily with Genesys Cloud CX queues.
- ✓ Easily search the conversation history, for example for specific messages
- ✓ "Standard" answers available, which means faster and error-free responses.
- ✓ No more restrictions on attachment sizes you want to send.
- ✓ Additional reports on the entire mail communication.
- ✓ Supervisors can monitor the backlog from the FMM supervisor app and possibly assign emails to work bins or individuals.
- ✓ Can be used for your back office, front office, supervisors and external employees
- ✓ Fully part of Genesys Cloud for routing, User Interface and WEM
- ✓ Multiple queues are available for emails and Webforms

Experience the Frontline Mail Manager?

We can't wait to give you a demo!

[PLAN A DEMO](#)