RUBIX MAILMINDER

TOTAL CONTROL OF YOUR EMAIL

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WHAT IS RUBIX MAILMINDER

All businesses use email to conduct their day-to-day business and why wouldn't you as it is great for getting quick responses from your customers and moving transactions or cases forward.

Most businesses will have systems in place to be able to track the progress of a transaction or case and it is crucial that email communication is added into your central system so that anyone is able to track and progress a business transaction.

The problem is that people within your organisation will receive many hundreds of emails everyday, some of these business-related and others either personal, spam or other non-related business emails.

Your employees then have to go through the arduous task of reviewing their emails and ensure these added into your central system so that a full record of all business communication is maintained.
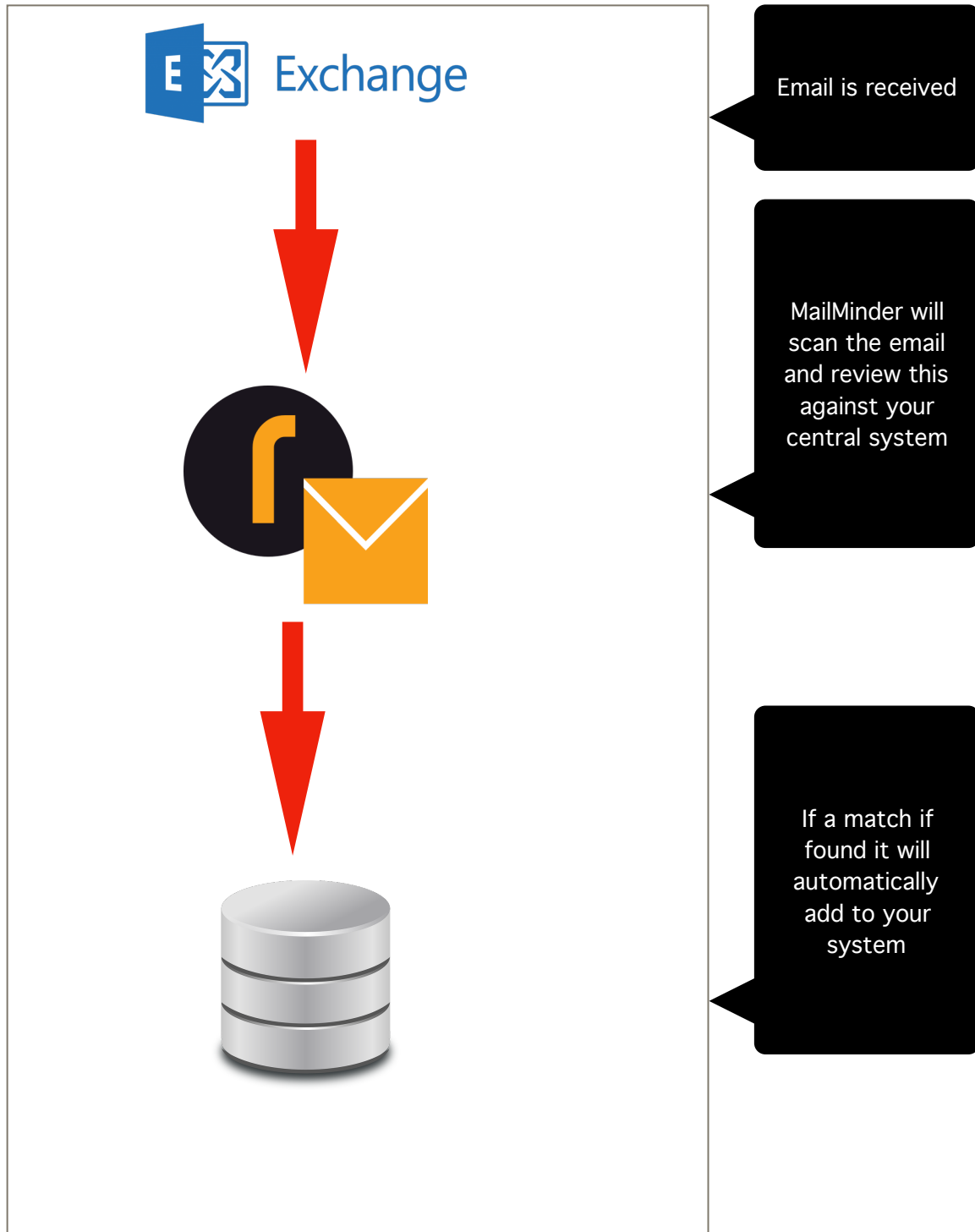
In addition your employees may forget to add the email to your system, be away from the office on annual leave or simply cannot find the time to undertake this.

Rubix MailMinder was created to solve these problems for you.

Using deep integration into Microsoft Exchange and your central system the software will monitor your users mailboxes, using rules which you create, and detect when an email is related to a business transaction.

When a business email is found it will automatically move this over into your central system and into the related case.

HOW DOES MAILMINDER WORK?

Exchange

Email is received

MailMinder will scan the email and review this against your central system

If a match if found it will automatically add to your system

KEY FEATURES

Will always work – As the software runs on your Microsoft Exchange server, users could have their system shut down or be logged off and MailMinder will still work and scan the emails

Easy to use – Setting up rules is easy; the software uses a Web Application to allow users to set up rules in seconds.

Full Administrator set up – The Web application allows system administrators to add new rules; delete the rules and configure users scanning as needed.

Multiple Rules – MailMinder allows you to easily set up different rules against, for example, your inbox and sent items. Meaning that emails your employees send to customers will be automatically added into your central system

No impact to the end user – When MailMinder is running your users can continue to work as normal; they will not notice any performance issues using their email

Can match anything you want - MailMinder is easily configurable to search for anything in your system for example a transaction ID, Case Number; Matter Description or even the senders email address. MailMinder can be configured easily to your exact needs.

Keep your customers updated - With just a few clicks, MailMinder can be configured to add an automatic reply so that your customer know that the email has been received and you have matched it to their transaction.

Unmonitored Mailboxes - MailMinder is great for monitoring central mailboxes because you can easily set up a rule that if the email cannot be located it will automatically reply to the customer asking them to reply with their reference. When they reply the software will match the email and automatically add this to your central system.

CASE STUDY

A firm of solicitors wanted to use MailMinder to ensure that all case related emails received by their staff were added onto their case management system automatically. In addition they operated central mailboxes which they previously had 2 staff monitor and move emails into their systems.

Following the install of Rubix MailMinder the firm uses this for all of their staff and now all case related emails are automatically added onto their system and an additional benefit is that all time recording for these emails occurs at the point of being added.

In addition the central mailboxes are now left unmonitored and emails which cannot be matched a simple reply is sent to the customer asking them to quote their reference or matter description.

The software paid for itself in just a few weeks.

READY TO TAKE TOTAL CONTROL OF YOUR EMAIL?

GET IN TOUCH FOR A DEMONSTRATION OR MORE INFORMATION.

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