



Email Response

Fact Sheet

Email Response.

Send students a quick, customized email response.

Our Email Response product will enable you to respond to your incoming email in a quick, customized, consistent way. With the help of the software's response library, you'll be able to respond to approximately 90% of your incoming email messages in just one minute or less. Once you've used this product, you'll wonder how you ever managed without it.

Highlights.

- **Auto-acknowledgement Message:** Respond to incoming email messages with a customized auto-acknowledgement message.
- **Multiple Auto-acknowledgement Messages:** Associate different acknowledgement messages with different incoming email addresses.
- **After-hours Auto-acknowledgement:** Create a different acknowledgement message for messages received outside of your office's regular business hours.
- **Multiple Email Addresses:** Use different email addresses to respond to incoming messages or initiate outgoing messages.
- **Spam Stopper:** Use our spam stopper to prevent 95% of spam from reaching your inbox.
- **Duplicate Removal:** Automatically remove duplicate incoming messages.
- **Sort & Route:** Automatically sort and route incoming messages to the appropriate staff member for handling.
- **Message Notifications:** Receive an email notification when an incoming message is placed in your Email Response folder.
- **Greeting & Closing:** Customize the greeting and closing for each staff member or create a general one for your office.
- **Response Library:** Create a customized response library that includes answers to frequently asked questions.
- **Best Response:** Use the response library to suggest the best response to an email.
- **Response Builder:** Build a customized response to multiple questions included in a single email.
- **Preview Responses:** Preview the next best response(s) by hovering over them.

- **Email History:** View a student's email history with your office and personalize your response.
- **Attachments:** Upload attachments and associate them with specific responses so that any time the responses are sent, the attachments are also automatically sent.
- **Blind Carbon Copies:** Define the individuals or departments that automatically receive a blind carbon copy of a response message any time it is sent.
- **Search:** Search on incoming messages, outgoing messages and associated attachments using any keyword(s).
- **Email Search:** Use a student's email address or partial address to conduct a search.
- **Send Mail:** Create (rather than respond to) an email message and send it out through Email Response so it can be tracked.
- **Deactivate Messages:** Select a date to automatically deactivate or temporarily deactivate a response message.
- **Response Usage:** Track how often a response message is used.
- **Reminder Notifications:** Set a reminder that notifies you when a response message needs to be reviewed and/or updated.
- **Reports:** Create customized reports.
- **Data Export:** Export your data in a .csv file format.

Annual Subscription Fee		
Term 1 year	Price* \$7,500 - \$18,000	Start-up* Implementation: 3 - 4 weeks Training: 2 - 4 hours

*Average

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