

## **mach**Response

MachResponse is a high performance web-based email response management system that enables your company to route, track, and respond to high volumes of customer emails and Web form submissions.

MachResponse gives your company best-of-breed functionality for every aspect of online service, sales, and marketing operations, from workflow and routing to agent productivity to management and administration.

## Benefits

- Reduce the pain of processing e-mails by **distributing the workload**
- **Cut costs** through an easy to learn and user friendly interface designed to support quick replies and escalation
- **Save time** with faster responses and turnaround times
- **Improve customer satisfaction** - Build long-term, profitable customer relationships
- **Reuse common scriptable templates** to customize responses that eliminates copying and pasting or retyping responses
- Web-architected platform ensures **reliability, availability, and scalability**
- **Management insight** into customer trend and employee performance
- **Quick and easy setup** gets the system up and running in no time at all

**15 DAY FREE TRIAL**

[www.MachroTech.com](http://www.MachroTech.com)

**1-877-243-3612**

## Features

- **Multiple Users and Message Locking** - E-Mail workload to be easily distributed amongst multiple agents. A message locking system ensures that work is not duplicated by locking a message when an agent is in the process of replying to the message.
- **Configurable Security Roles** - Each agent can be assigned specific privileged access
- **Pre-Response Templates** are immediately available allowing agents to respond rapidly and in a personalized manner to all inquiries
- **MIME Decoding / Encoding Support** - Attachments, multipart messages, and HTML based messages are correctly displayed as intended by the message sender.
- **Threaded Conversation Technology** captures each transaction in your customer's history ensuring accurate two-way communications and allows agents to reduce processing time and increase customer satisfaction.
- **Flexible Routing Rules** allows customer service supervisors to quickly set up or modify inbound email routing rules by any criteria, assuring that each email is handled by the most appropriate agent.
- **Optimized Full-text Search Engine** lets agents perform immediate searches of all archived customer messages.
- **Comprehensive Reporting Tools** for monitoring the productivity of each agent or the entire department.
- **Scalable 3-Tier Architecture** assures that you are always on top of your email, no matter what the workload
- **Web-based Hosted Solution** lowers administration costs and effective support for remote customer service teams. We handle all backups, product upgrades, and hardware resource allocation.