



## Do More, Faster, Right From Your Inbox.

Today's business process outsourcing providers (BPOs) send and receive hundreds of emails a day to process and service their customers. In the daily flood of messages are tasks, instructions, enquiries, complaints, quotes, approvals, and other requests that are getting missed because standard email programs alone fail to offer ways to easily capture, prioritize and track important action items buried in email messages.

YuDoMail™ removes the headaches of inbox management – organizing, filing, prioritizing, assigning and managing tasks, tracking deadlines – while remaining flexible, fast and easy to use. YuDoMail can replace or utilized alongside your existing email program to:

### Improve Client Service Quality

YuDoMail significantly reduces time staff spend managing their inbox – freeing up time to perform the outsourced process and improve their service levels with customers

### Reduce Missed Instructions

No longer accidentally miss instructions or client requests. With YuDoMail's Email Adaptor your emails become prioritized and tracked tasks that stay on your radar.

### Manage Requests and Resolve Issues More Efficiently

No need to change your Staff's workflow behavior or have them learn a new system. With YuDoMail, requests may be sent directly through email or entered manually. Each request is quickly assigned, prioritized and tracked. Management and staff in the same group have complete visibility into the request status to drive accountability and improve productivity.

### Maintain Work Visibility for Other Teams or Functions

No need to let issues remained unsolved if the owner of the issue is out. Team members and management have a complete picture of work in progress, including related emails, notes, quotes and tasks, and completed requests for themselves and others within their email client.

### Track Staff Productivity and Demand

With YuDoMail you maintain visibility into every request made. YuDoMail reports can be used to track issues to understand root causes as well as to track average issue resolution timeframes.

# YuDoMail

**YuDoMail is an enterprise-grade, email productivity tool that allows users to increase their productivity, respond to requests faster, and manage business risk.**

- Take away the need to manually manage, organize and sort your Inbox
- Automatically capture, prioritize and track action items buried within email
- Create new requests or append to an existing one directly through email
- See complete picture of request status within an email client
- Maintain visibility into every request, even outside the firewall
- Generate full performance, volume, and audit reports
- Works seamlessly with existing email addresses and systems

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## YuDoMail *In Action*

Below are two examples of how a large Business Process Outsourcing provider use YuDoMail to improve service, staff productivity and accountability.

### MAINTENANCE CHALLENGE: Updated customer static data, such as banking details

	<b>CURRENT PROCESS</b>	<ul style="list-style-type: none"> <li>The customer uses email to instruct the BPO to update the bank account details of one of their counterparties, as well as other static data changes.</li> </ul>
	<b>COST TO COMPANY</b>	<ul style="list-style-type: none"> <li>Average number of emails sent and received by staff to resolve each issue can reach 19; if BPO employee handle 10 customer issues a day, email load reaches 190 emails</li> <li>Avg. minutes spent per email = 5 minutes / Total time needed to manage email = 15+ hours</li> <li>BPO Employees often unable to keep up with their email load causing delayed response times and often stretching data update turnaround</li> <li>Management and other BPO staff lacked visibility into issues and progress causing further delays when the BPO staff member was out sick or on holiday</li> </ul>
	<b>YuDoMail PROCESS</b>	<ul style="list-style-type: none"> <li>Sent and received emails automatically become tasks or are linked to existing tasks annotated with the request, person, priority, and due date, and clearly tracked until completion</li> </ul>
	<b>YuDoMail BENEFITS</b>	<ul style="list-style-type: none"> <li>Automatically organizes emails; eliminates need for BPO Employee to file, sort, delete, and manually manage inbox – reduced avg. time spent on email by 80%</li> <li>Visibility of tasks and progress ensured maintenance requests stayed on track when agents were out</li> <li>Transparency and metrics available to management and landlords enabled them to track number, type and turnaround time on all maintenance requests</li> </ul>

### New Accounts Opening Process: Signing a new customer counterparty

	<b>CURRENT PROCESS</b>	<ul style="list-style-type: none"> <li>BPO Employees use email to correspond with customers new counterparty account opening, to submit and receive paperwork and perform background checks.</li> </ul>
	<b>COST TO COMPANY</b>	<ul style="list-style-type: none"> <li>Average number of emails sent and received by BPO Employee to complete new counterparty setup can reach 25</li> <li>Avg. minutes spent per email = 2 minutes / Total time on email per new counterpart = 50 minutes</li> <li>BPO Employees often at risk of missing important points and delayed response times result in poor service levels and increased risk</li> </ul>
	<b>YuDoMail PROCESS</b>	<ul style="list-style-type: none"> <li>Sent and received emails automatically become tasks or are linked to existing tasks annotated with the request, person, priority, and due date, and clearly tracked until completion</li> </ul>
	<b>YuDoMail BENEFITS</b>	<ul style="list-style-type: none"> <li>YuDoMail automatically organizes emails; eliminates need for BPO Employee to file, sort, delete, and manually manage inbox – reduces avg. time spent on email by 80%</li> <li>Overall processing time reduced</li> <li>Visibility of tasks and progress ensures process stays on track when BPO Employees are out</li> </ul>



YuDoMail™ removes the headaches of inbox management – organizing, filing, prioritizing, managing tasks, tracking deadlines – while remaining flexible, fast and easy to use. Never miss an important inquiry, complaint, service request, quote, approval, or lease renewal buried in your inbox.



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