



## YuDoMail *In Action*

Below are two case studies of how a large property management companies can benefit from YuDoMail to improve service, agent productivity and accountability.

### MAINTENANCE CHALLENGE: Repairing a broken oven



#### CURRENT PROCESS

- Agent uses email to correspond with tenant, gather quotes from repairmen, communicate with landlord, and schedule the repair.



#### COST TO COMPANY

- Average number of emails sent and received by agent to resolve issue can reach 19; if agent handles 10 tenant issues a day email load reaches 190 emails
- Avg. minutes spent per email = 5 minutes / Total time needed to manage email = 15+ hours
- Agent often not able to keep up with email load causing delayed response times and often stretching repair turnaround times 1-2 additional days
- Lack of visibility by management and other agents into issues and progress caused further delays when lead agent was out sick or on holiday



#### YuDoMail PROCESS

- 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



#### YuDoMail BENEFITS

- Automatically organises emails; eliminates need for agent to file, sort, delete, and manually manage inbox – reduced avg. time spent on email by 80%
- Visibility of tasks and progress ensured maintenance requests stayed on track when agents were out
- Transparency and metrics available to management and landlords enabled them to track number, type and turnaround time on all maintenance requests

### RENTAL/LEASING CHALLENGE: Signing a new tenant



#### CURRENT PROCESS

- Agents use email to correspond with tenant and landlord about property and rental agreement, submit and receive paperwork, perform background checks, schedule showings, and sign lease.



#### COST TO COMPANY

- Average number of emails sent and received by agent to sign new tenant can reach 25
- Avg. minutes spent per email = 10 minutes / Total time on email per new tenant = 4 hours 17 minutes
- Agents often at risk of missing important points and delayed response times result in poor service levels and risk of lost opportunity.



#### YuDoMail PROCESS

- 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



#### BENEFITS

- YuDoMail automatically organises emails; eliminates need for agent to file, sort, delete, and manually manage inbox – reduces avg. time spent on email by 80%
- Overall processing time reduced
- Visibility of tasks and progress ensures process stays on track when agents are out



YuDoMail™ removes the headaches of inbox management – organising, filing, prioritising, 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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## Do More. Faster. Right From Your Inbox.

Today's property management agents send and receive hundreds of emails a day to service the rental and leased properties on their books. In the daily flood of messages are enquiries, complaints, service requests, quotes, approvals, and lease renewals that are getting missed because standard email programs alone do not offer a way to easily capture, prioritise and track important action items buried in email messages.

**YuDoMail** removes the headaches of inbox management – organising, filing, prioritising, assigning and managing tasks, tracking deadlines – while remaining flexible, fast and easy to use. YuDoMail can replace or be used alongside your existing email program to:

- **Improve Client Service**

YuDoMail significantly reduces time agents spend managing their inbox – freeing up time to service new clients and properties and improve their service levels with existing clients.

- **Reduce Missed Opportunities**

No longer miss new business opportunities or client requests. With YuDoMail's Email Adaptor your emails become prioritised and tracked tasks that stay on your radar. Imagine your email, "Hi Nigel, Could you arrange renew the property rental contract. Thanks." becomes a task annotated with the request, person, priority, and due date, and clearly tracked until completion.

- **Manage Requests and Resolve Issues More Efficiently**

No need to change an Agents workflow behaviour or have them learn a new system. With YuDoMail requests can be sent directly through email or entered manually. Each request is assigned, prioritised and tracked. Both the Agent, assignee and people in the same group have complete visibility into the request status to drive accountability and improve productivity.

- **Maintain Work Visibility for Other Agents**

No need to let issues remained unsolved if the primary agent is out of the office. Landlords and agents 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 Agent Productivity and Demand**

With YuDoMail you maintain visibility into every request made. YuDoMail reports can be used to track issues by landlord or tenant to understand agent demand, 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.**

**YuDoMail allows users to:**

- Turn any email into an actionable task request or "YuDo"
- Assign task ownership, and set a deadline
- Track the progress of a task, collaborate internally via comments and create sub-tasks
- Automate workflows using custom rules for optimised response times
- Have complete visibility into their team's email workload and productivity

**YuDoMail allows businesses to:**

- Boost productivity & reduce time spent on email
- Reduce risk – you'll never miss an email again!
- Optimise workflows through insights & metrics
- Reduce data storage for email

**YuDoMail technology:**

- Works with existing email infrastructure and email addresses

## YuDoGlobal

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