

Email

Email Management.

To manage the configuration of the email campaigns in uContact, it is necessary to have a user with administrator permissions in the system.

Basic email settings.

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Filter parameters.

- **Start date:** Date from which you want to start the search for Email recordings.
- **End date:** Date until which you want to obtain the Email recordings.
- **Email:** Incoming Email address.
- **Subject:** Subject of the incoming Email.
- **Campaign:** Select Email campaigns from those available in the list.
- **Agent:** Select the agents that answered the Email.

Email recording viewer.

When the user clicks on one of the emails, it opens like this:

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In the upper right corner is the printer icon, with which the mail can be printed.

Email Dialer Monitoring

Menu to monitor the status of email services.

Dashboard

Shows all active email services, allowing you to manage their activity and upload information.

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Campaigns

Allows you to select the campaign to monitor.

List name

Detail of the name of the list that is active and its status:

- Inactive
- Active

Status

It shows the general status of the campaign based on the following status:

- Inactive
- Active

On schedule

It shows if the campaign is on date according to the definition it has to be executed, with the following status:

- Inactive
- Active

Processed

The number of emails processed by the campaign.

Not processed

The number of emails remaining to process in the campaign.

Sent

The number of emails that were processed and sent correctly.

Failed

The number of emails that were processed but were not sent correctly.

Seen

The number of emails that were opened by the recipient.

Rejected

The number of emails that were rejected.

Spam

The number of emails that entered spam, they are registered on the blacklist.

Email Agent

Find here how the Agent uses the Emails in the portal.

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When opened, it is displayed on the right side of the screen, showing the history of interactions and customer information at the top such as:

- Email campaign name
- Client email
- Client name

Mail answer

When responding to an email we will have the same options as to when starting it, plus a button that will allow us to respond with the history of emails sent.

Interaction search

In the left section, the user is met with an interaction search part.

You can search by campaign name, customer email, subject, and name.

When the user receives an email, they can reply it by sending it to the same person or forward it to several others by clicking the icon with the arrow.

- If the mail that the user wants to forward contains attachments, they are automatically attached to the mail to which they are forwarded.
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