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

Here you can create email campaigns.

Campaign data

- **Name**
  Name of the email campaign.
- **Service level**
  It is the time in which the interactions that arrive at the campaign must be answered, if the waiting time is greater than that stipulated in the field, the level of service drops.
- **Strategy**
  It is the behavior that the campaign will have. For more information on the different strategies.
- **Schedules**
  Schedule in which the campaign will be available, that is, with available agents to handle interactions. To add a schedule configuration is with the '+' button or remove a selected one from the list with the '-' button.
- **From name**
  It is the name with which the email account assigned to the campaign is displayed when it reaches the recipient.

Email Data

- **Account**
  It is the mail by which emails will be received.
- **Password**
  The password assigned to the account. If it is written incorrectly, it will not be possible to create the new campaign, the user will be warned in case this happens.

- **Outbound SMTP**
  Protocol for simple transfer of assigned mail. This is mandatory to send emails.
- **Inbound IMAP**
  Internet message access protocol assigned. This is mandatory only if Receive Emails is active.
- **Port**
  Port number assigned for each protocol.

To finish the creation process, the user must click the "Save" button.

Parameters

Maximum interactions per agent
The number of interactions of this campaign that the agent can have at the same time. **It is only required for the nocall strategy**.

Enabled
If it is checked, the campaign can be used.

Receive Emails
If enabled, emails sent to the configured email address will be queued as an interaction to the portal. In addition, the IMAP and POP fields will be mandatory. If this checkbox is empty, the campaign will not require incoming ports and will not receive emails either, but it will be able to send.

Signature
Within the Templates section, a signature template can be created and assigned here. When an agent answers/composes an email via this campaign, the assigned signature will be loaded automatically.

Enable qualification
When this check is active, it enables two more fields that are used to configure the qualification of outgoing emails.

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