

### axis diplomat 2016 Modules

## eMail Archive Interface

The e-Mail Archive Interface module extends axis diplomat's already powerful customer relationship management facilities by providing easy access to your organisation's email archives directly from within customer and supplier enquiry functions.

Just a few clicks gives access to a list of emails, both to and from that customer or supplier from the day your organisation deployed its email archive solution up until today, whether "deleted" or not! By configuring security settings within the email archive you can also allow users to see emails sent or received by colleagues.

#### **Puts You in Control**

The e-Mail Archive Interface puts you back in control of email allowing you to view all email correspondence for a specific customer or supplier within seconds (regardless of whether that correspondence is just hours, or years old). Give your sales or customer services teams the power to deal with queries efficiently in a colleagues' absence by being able to see email correspondence regardless of who sent what to whom!

The axis diplomat eMail Archive Interface can help provide the type of comprehensive access to customer correspondence that, in the past, a traditional paper-based file would have given (but without the paper).

#### **Key Features**

- Lists all email sent to or received from a customer or supplier simply by clicking the "Email" tab in the axis diplomat customer (or supplier) enquiry.
- User's can "drill down" to open a selected email, see its conversational thread and view attachments.
- Allows information to be shared easily. You control what emails individual users (or groups of users) can see by configuring security on the email archive

#### 🗡 🐻 Junk E-mail

 Includes access to emails which have been "deleted" from a user's inbox or which may have been incorrectly identified as Junk

| mark (012005 A            | As fee to Salve                                      |  |                     |  |
|---------------------------|--|--|---------------------|--|
|                           | Account (01/2005 Acc500/000/ Acc free for Sufficient |  |                     |  |
| I finds Network           |  |  |                     |  |
|                           |  |  |                     |  |
| Page                      | 10   | Subject                                | Set                 |  |
| sales@anisfest.co.uk      | ands black (begal co.uk                              | Re: Software Upgrade                   | 2007-05-29 11 31 08 |  |
| andy black (height co.uk  | sales@andret.co.uk                                   | Software Upgrade                       | 2007-05-22 15:57:54 |  |
| sales@anidinal.co.uk      | ands Mach Dreight count                              | Re: Open Day                           | 2007-05-21 13-25-33 |  |
| andy black (height co.uk  | sales@antifed.co.uk                                  | Re: Open Day                           | 2907-05-17-09-33-12 |  |
| sales@ansfird.co.uk       | ands Machillergel.co.uk                              | Open Day                               | 2007-05-04 11:56-43 |  |
| sales@antifest.co.uk      | ands black (begel.co.uk                              | Product Launch                         | 2007-04-18 18 12:32 |  |
| bob.black@ergel.co.uk     | sales@antafinit.co.uk                                | Open Day                               | 2007-04-10 12 12 44 |  |
| bob.black@eggl.co.uk      | sales@axisfrst.cs.uk                                 | Re: New Pricing                        | 2007-04-09 15:45:00 |  |
| sales@axisfinit.cs.uk     | ands black (height co.uk)                            | Re: New Pricing                        | 2007-04-04 19:23:33 |  |
| bob black@regit.co.uk     | sales@axisfinit.cs.uk                                | Projeg                                 | 2007-03-31 12 11:30 |  |
| bob.biack@wgpl.co.uk      | sales@antifest.cs.uk                                 | Latent Nerves                          | 2007-03-29 15:45:22 |  |
| sales@avisfinit.cs.uk     | bob black (beggl.co.uk                               | Nexe Office Hours                      | 2967-65-22 13:32 13 |  |
| wedwarfre.co.uk           | bob black (height co.uk                              | Re: Online Web Shop                    | 2007-03-13 15:44.21 |  |
| bob.black@wgit.co.uk      | sales@antifed.co.uk                                  | Re: Online Web Shop                    | 2007-03-13 15-22 30 |  |
| bob.black@wgit.co.uk      | weighter and the second                              | Re: Online Web Shop                    | 2007-03-13 14 10:03 |  |
| sales@avidint.co.uk       | bob black (height co.uk                              | Re: Online Web Shop                    | 2967-63-13 12:30 12 |  |
| sales@andret.co.uk        | bob.black@wgal.co.uk<br>bob.black@wgal.co.uk         | Re: Online Web Shop<br>Online Web Shop | 2967-43-13 13 30 12 |  |
| sales David et al. 15 al. |  |  | 2007-03-13-09-32-56 |  |

#### How it works

The axis diplomat eMail Archive interface interrogates a database containing an archive copy of every email sent or received through your organisation's email server(s).

The archive database is provided by a product known as GFI MailArchiver (sold separately).

Because the archive is separate to your normal email database it isn't affected by users deleting copies of emails or user accounts being deleted from the system.

The database is highly optimized for the purpose. Emails are compressed to reduce storage requirements whilst database searching is quick and efficient.

#### About GFi

GFI is a leading software developer that provides award-winning security and messaging products with a strong focus on small-to-medium sized businesses. Founded in 1992, GFI has offices in Malta, London, Raleigh, Hong Kong, Adelaide, Hamburg and Cyprus which support more than 200,000 installations worldwide.

For further information view the GFI web site at <u>http://www.gfi.com/</u>

# Authorised reseller

www.axisfirst.co.uk

#### **Pre-Requisites**

For the latest compatibility information with email servers and email archiving software, please refer to our website at:

http://www.axisfirst.co.uk/software/axisdiplomat/platforms/



Copyright © 2014, Systems Axis Limited. Axis is a registered trademark of Systems Axis Limited. Axis First, axis diplomat and axis vMerchant are trademarks of Systems Axis Limited. Microsoft and Windows are registered trademarks of Microsoft Corporation. All other product names are trademarks of their respective owners.

01278 421020

Please call us on 0800 668 1934 for further details

sales@axisfirst.co.uk