



This document highlights the many enhancements to VisNetic MailFlow dating back to version 3.5.

For a personal demonstration of any of these features please register at:

<http://www.visnetic.com/demo>

VisNetic MailFlow 5.0

Cross-Browser Support

MailFlow 5 introduces support for Google Chrome, Apple Safari, and Internet Explorer 10.

Mobile Device Support

Never lose touch with your customers. Agents of VisNetic MailFlow are now able to access MailFlow through today's popular mobile devices. Whether you're on the road, down the street or just in the conference room – use your iPad or Kindle Fire to stay on top of customer email. MailFlow's entire arsenal of features is accessible through your device's mini web browser.

Auto Ticket Action

This highly requested feature automates various actions that can be taken on Tickets – with dozens of options there's sure to be a benefit to your workflow.

As example: Your support group is waiting on a reply from the customer, and the Agent has left the Ticket open in the Support TicketBox. Perhaps you allow 48 hours for the customer to reply, after which time the Ticket is automatically closed.

Actionable events include; Tickets that are created, opened, closed, escalated, moved, or reassigned. Inbound message added, outbound message added, and adding a Note are also events capable of triggering an action after a specified period of time.

Remote Reply Support

MailFlow 5 provides select Agents the ability to reply to Tickets from any email client including Outlook, Thunderbird, and Apple Mail and have their reply added to the Ticket message thread.

Enhanced Standard Responses & Auto Replies

A VisNetic MailFlow strength - Predefined standard responses allow a consistent, professional reply to common customer inquiries. MailFlow 5 introduces HTML capabilities to Standard Responses and Auto Replies. Extend those uninspiring plain-text Standard Responses to include images, font colors, links, bolding, and more.

3CX Phone System Integration

VisNetic MailFlow is now able to authenticate directly with PBX servers, allowing users to centrally manage their email and voice communications.

In-bound calls will pop-up on the Agent's computer screen, identifying the caller and any communications history they may have had with your company. This saves your company time, as your customer's history and contact details are instantly displayed on screen. If the callers contact

information does not exist in MailFlow, the software will help the Agent to create a new record on the fly.

Global Office Hours

Global Office Hours is the foundation for what will become an extensive list of improvements to provide timely delivery and assignment of tickets. MailFlow 5 introduces office hours to message collection and delivery. Future releases will bring office hours to ticket routing, agent availability and more.

Enabling the feature allows you to control the hours email is delivered to and from MailFlow 5.

Extended Logging

MailFlow's "DeBug" logging is a powerful troubleshooting tool which provides engineers advanced details of various MailFlow components. Component logging is broken down into greater detail, thus providing engineers the information required to diagnose and recommend a speedy solution. This specialized logging may now be enabled from within the MailFlow interface.

Message Composition 'AutoComplete' Redesign

First introduced in a VisNetic MailFlow 4.9 release, we have redesigned the feature to take advantage of the functions available to us in all supported web browsers. The redesign improves accuracy while providing a greater number of addresses from which to choose.

Improved Ticket Unlock Support

MailFlow Admins will appreciate the time savings with the ability to unlock multiple Tickets simultaneously.

Extended Support for Office 365 / Exchange 2010 / Hosted Exchange

We've extended MailFlow authentication options in further support of Microsoft's "Cloud-based" initiatives.

VisNetic MailFlow 4.9.x

Option to Remove Ticket Tracking Data from Subject - Administrators now have the option of where to place MailFlow's Ticket Tracking Data [123456:654321]. MailFlow uses the data to route and thread incoming messages. Since MailFlow's inception the tracking data has been added to the Subject line however in this latest release you have the option to add the tracking data to the bottom of the message body.

MailFlow 4.9 also includes the option to remove ticket tracking data entirely. With tracking data removed MailFlow relies on Sender and Subject matching to route replies to outbound messages.

Round Robin Ticket Distribution - A function of Custom Routing Rules administrators can evenly assign Ticket Ownership to selected Agents of a TicketBox. Round Robin Ticket Distribution is ideal for commissioned based leads, ensuring each Agent is receiving an equal number of opportunities as well as balancing the workload.

HTML Signatures - HTML formatting options include bold, italicize, underline, hyperlinks, images, font color and more. This addition reinforces the organization's branding through email correspondence.

SSL/TLS support for Message Sources/Destinations - Securely pass emails between MailFlow and your mail server.

Message Composition Email Address Autofill - When composing a message, the autofill feature allows the Agent to see matching contacts as they type and quickly make a contact selection. This time-saving feature pulls from the Agent's My Contacts.

Regular Expression (RegEx) Support - A regular expression, also referred to as RegEx provides a concise and flexible means for matching strings of text, such as particular characters, words, or patterns of characters. RegEx matching support has been added to Custom Routing Rules and Processing Rules. You might ask, "How can I use RegEx?" Consider this: Every time a customer includes credit card information in an email you would like to send an auto reply reminding them of the risks of sending such information via email. In the Custom Routing Rule you can specify a match using a RegEx string.

Assign Agent TicketBox Views when creating/editing a TicketBox - This time saver allows an Admin to quickly add a TicketBox to an Agents view. Let's say you are creating a new TicketBox and rather than alerting each Agent to add the TicketBox to their list the Admin can simply select from a list of Agents and add the TicketBox to their view for them.

Approval Queue Enhancement - A minor enhancement big on efficiency! Agents assigned to approve queued messages now have the ability to edit and send messages from the Outbound Approval Queue. Previously, approving Agents could only release or return the queued message.

VisNetic MailFlow 4.8.x

Default Signature per TicketBox and TicketCategory - Agents and Groups may now define default signatures for TicketBoxes and Ticket Categories. This enhancement provides the Agent a more efficient workflow, eliminating the need to change signatures based on originating TicketBox. Ideal for Agents monitoring multiple TicketBoxes or Multi-Domain organizations.

Inline Image Support - Providing customers step by step instruction, complete with visuals has never been easier in MailFlow. MailFlow 4.8 provides an Agent the ability to insert images directly into the body of an outbound message.

Enhanced Message Search - MailFlow's extensive search capabilities are enhanced with the ability to search on the Subject of a message.

Merge Tickets - Combine multiple Tickets into an existing Ticket. If you receive multiple Tickets about the same incident you now have the ability to merge these Tickets, combining all the Tickets into one request keeping only one open Ticket to reply to.

Improved Attachment Control - Eliminate uncertainty, not sure if you included the correct attachment? Open attachments after they have been attached to the message and uploaded to the server.

VisNetic MailFlow 4.7.x

Improved session management and timeout logic - Maintains the MailFlow session longer without requiring the Agent to maintain an active session based on usage. Notifies the Agent when their MailFlow session expires.

64bit Platforms - Improved installation process on 64 bit operating systems.

My Notes - provides the agent an internal method of creating notes independent of a Ticket, accessible via a browser.

Add Attachments to Notes - when a Ticket is being reassigned between Agents, this option allows files to be attached to the Notes.

Ticket Notes Spell Checker - now Agents can spell check Ticket Notes, ensuring that internal communication is more accurate and easy to understand.

VisNetic MailFlow 4.6.x

Flexible Licensing - Added Flexible Licensing to support any Agent license size. Add Agent licenses to MailFlow as your organization grows - virtually any license size is possible!

VisNetic MailFlow 4.5.x

"Ticket Search" Button - This new button has been added to the MailFlow toolbar. It provides Agents with quick, easy access to locate any Ticket through a wide variety of criteria.

Download All Attachments - Download all attachments from an email to the local file system with minimal clicks. This new feature makes downloading attachments quicker and more efficient.

Splitting Messages - VisNetic MailFlow now includes the ability to create multiple tickets from one original message, creating unique Ticket ID's for the split message. This feature is useful when the original ticket requires responses from multiple parties.

Internal and External "On-Hold" Status - Internal "on-hold" icon indicates the Agent has placed the Ticket on hold for additional research. External "on-hold" indicates the Agent is awaiting a reply from the sender.

"Move" and "Status" Buttons - Improves efficiency for moving Tickets to another TicketBox and changing the status of a Ticket. "Move" and "Status" buttons are added to the MailFlow toolbar. Selecting the button will produce a drop down box and Notes field.

VisNetic MailFlow 4.0.x

Load Balancing - VisNetic MailFlow now includes the ability to run multiple MailFlow instances against a single database. This allows users to distribute the MailFlow workload across multiple servers, providing increased stability, scalability and security. By employing load balancing you will immediately see improved performance and speed, a more stable MailFlow environment and you will “future proof” your MailFlow installation, ensuring that no matter how much your email traffic increases or your company grows, MailFlow will be able to accommodate your requirements.

MailFlow Load Balancing can be accomplished through distributing MailFlow Tasks such as: database maintenance, message delivery, message routing, ticket monitoring and scheduled reports over multiple servers. Another load balancing usage scenario is to install multiple MailFlow servers, then have Agents login to separate servers (e.g., Agent 1 logs into server 1, Agent 2 logs into server 2, etc.), distributing the workload between servers based on Agent logins, as opposed to tasks. Both servers will share the same database, so it will be as if they are on the same server, but the workload is distributed behind the scenes. MailFlow Load Balancing also allows for manual failover, whereby if one server goes down, another can quickly take over.

Outbound Email Approval - This new feature allows you to require certain Agents to have their outbound emails approved by a supervisor or group of supervisors before the message is delivered. Ideal for Agents in training, this feature is a safeguard that allows you to oversee and collaborate on messages before they are sent. The feature allows supervisors to deliver the message after review or send it back to the Agent to make edits before sending. It also allows supervisors to enter Notes only viewable within MailFlow to assist with the editing process.

Enhanced Alerting - New Agent level Alerts are available that provide commonly requested, immediate notifications, making Agents aware of new inbound emails, tickets assigned to them, outbound messages being approved or returned to them, and more. These new alerts provide Agents with a new level of awareness and accountability.

Caller ID and Email History Pop Up Window - MailFlow is now capable of producing a pop up window when an inbound call is received, displaying the contact record of the caller, providing the Agent with immediate Caller ID and email history information of the contact before they answer a call. This new feature is enabled with 3CX IP PBX for Windows and the 3CX Call Assistant w/CRM Integration. It provides a new level of phone system integration, tying different forms of communication together into one common source, and allows your Agents to provide a higher level of customer service.

Database Logging - MailFlow logs can now be saved to the Microsoft database instead of the MailFlow file system. This new feature saves disc space on the MailFlow server, allows logs to be backed up during the database backup process, and is essential for customers utilizing load balancing.

VisNetic MailFlow 3.8.x

VoIP Integration - VisNetic MailFlow is now able to authenticate directly with PBX servers, allowing users to manage their email and voice communications centrally on the MailFlow server. Outbound telephone calls can now be initiated directly within MailFlow using the phone numbers associated with each Contact record. VisNetic MailFlow currently supports 3CX IP PBX for Windows.

Click to Call - initiate a phone call with a click, simply by selecting the appropriate contact, then clicking the Dial option. A phone call is initiated through the PBX, causing the extension to ring. When the Agent picks up the phone, the call is immediately made to the contact.

Phone Call Time Stamps and Notes - when a call is initiated in MailFlow a timer automatically starts. When the Agent completes the call and selects to stop the timer, the call time is recorded in the contact record. Conversation notes can also be recorded for each phone call, giving MailFlow users access to complete phone conversation history information.

Bulk Options – users may now take a bulk action on all of the tickets within a TicketBox, including: moving tickets to a new TicketBox, and closing or deleting all tickets.

VisNetic MailFlow 3.7.x

Custom Ticket Fields - this new ticket field provides an additional layer of tracking and record keeping, allowing Agents and Administrators to associate such items as order numbers, customer id records, support incident numbers, etc., with each ticket. Administrators can require Agents to enter the appropriate custom ticket field information in each ticket before responding, ensuring that each ticket contains the appropriate information.

Additional Email Address Options - instead of using the default "From" email address and name in a TicketBox, Agents may now select the appropriate email address while using the same name.

General Enhancements - additional features and enhancements in 3.7 include vastly improved handling of inbound attachments, a restructuring of the database monitor that moves it to its own MailFlow thread, vastly improving MailFlow performance when backups occur, and much more.

VisNetic MailFlow 3.6.x

Agent Audit - Agent activities are now logged and can be reported on via the reporting menu. This feature will allow an organization to more closely track Agent productivity in MailFlow and also provides a clear audit trail for management review.

Locked Ticket Search - The Ticket search logic has been extended to support locked tickets. Tickets are typically locked when an Agent opens a message response window. Administrators can now search the system for locked tickets and perform unlock and other functions on them.

Ticket List Column Selector - Agents can now select which Ticket list columns to show. Defaults are defined in Agent preferences, individual Ticket lists can be defined independently via the "Columns" toolbar button in each Ticket list.

Ticket Activity Report - Ticket activity report has been added to both real-time and scheduled reporting. Managers can now get a feel for the number of Tickets that traverse a defined TicketBox within a specified time period.

Security Access Controls - Additional Access Controls have been added to allow administrators to restrict access to specified system features. The new controls include Ticket Auto Reopen and Agent Audit Reports.

VisNetic MailFlow 3.5.x

Ticket Categories - Tickets can be classified based on custom Ticket Categories, providing organizations with new, valuable sorting and prioritizing options. Categories may also be reported upon.

Scheduled Reports - Scheduled Reports allows for scheduling of Standard reports, with results optionally being sent to the Report Owner via email.

Email Workload Distribution - Several Routing Rule enhancements including assigning a message to multiple TicketBoxes based on the percentage of Tickets in the destination TicketBoxes. When a new message is received that satisfies the routing rule and a new Ticket will be created, a query of Tickets in the destination TicketBoxes will be performed. The new Ticket will be placed in the TicketBox that will result in the most even (target) distribution of Tickets.

Enhanced Standard Response System - Recommended Standard Response to the Agent has been extended to include recommendations by TicketBox and by Category.

Extended Alert System - Multiple Age and Watermark alerts at the Category and TicketBox level. Agents and Groups may be alerted Internal to VisNetic MailFlow or to a designated email address. Watermark Alerts are based on Messages either in a TicketBox or Ticket Category and when the number of open Tickets reaches a defined b value. Age Alerts are based on Messages either in a TicketBox or Ticket Category that are created or re-opened after a defined time period.

Ticket Escalation - Ticket Escalation Groups allow an Agent to be set to escalate Tickets to a Group in addition to another Agent. If the Agent has a Ticket escalation recipient defined, they will find an Escalate toolbar button in the Ticket Properties dialog. Clicking this button will escalate the Ticket accordingly, effectively changing its ownership.

Scheduled Auto Messages - Automatically send a message to a Contact at some point in the interaction timeline (3 days after a Ticket is closed, as example). This new system provides automated follow up to inbound inquiries, and can be used to promote additional products or services, gather feedback through surveys, etc. The Auto Message System allows you to optionally create a new Ticket for the Message, while defining the Owner, TicketBox, and Ticket Category.

Scheduled Auto Responses - Automatically send email responses to Contacts based on Ticket State. The Auto Response simply sends a designated Auto Reply based on specified criteria. The Auto Response message will be added to the string of messages within the original Ticket.

Processing Rules - Processing Rules simplify inbound Message routing and work in conjunction with the Default or Custom Routing Rules and used to assign the Ticket Category based on Text Matching of the inbound message. Processing Rules are enabled on a per Custom Routing Rule basis.

Ticket Search Results Sorting - Ticket Search Results are extended to sort results by: Date, Contact, Subject, TicketBox, Ticket Category, Ticket ID, Ticket Priority, and Ticket State.

Complete Release Notes: <http://www.visnetic.com/support/releasenotes>

Product Demonstrations: If you would like more information about any of these features or a demonstration of the product, please register for a personal demonstration at:

<http://www.visnetic.com/demo>

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