

EMAIL

Impress your customer with faster email responses



Reply better and faster, handling large volumes of emails and unify the replies of the team as if they were one person. Email is still one of the most reliable touch points for the exchange of information between client and company, so it is essential to have a tool that allows you to professionalize this channel to get the most out of it.

With **EVOLUTION you can integrate emails into your omnichannel strategy organically and without friction. And the best thing, you will be available in every channel that your clients need.**

01

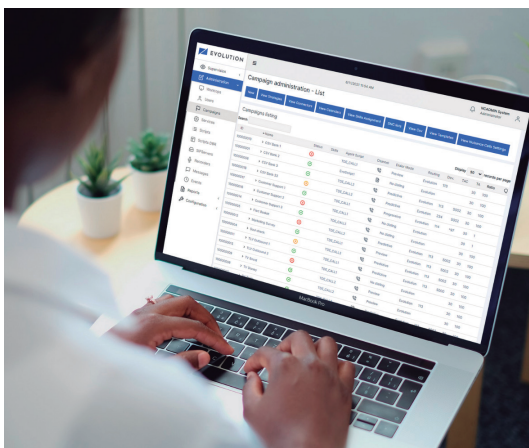
Suitable Agents

Efficiently receive, route and assign incoming emails to the right agents.

02

Personalization

It doesn't matter in which channel the communication has started, you can always send personalized emails to continue the management in this way. You will see all the interactions, through the different channels, reflected in the history of each client.



03

Increase agent productivity

Customer service advisors can use pre-approved templates to provide a consistent message, free from typographical errors, and providing a unified image of your business. You can also save predefined attachments to speed up each interaction.

04

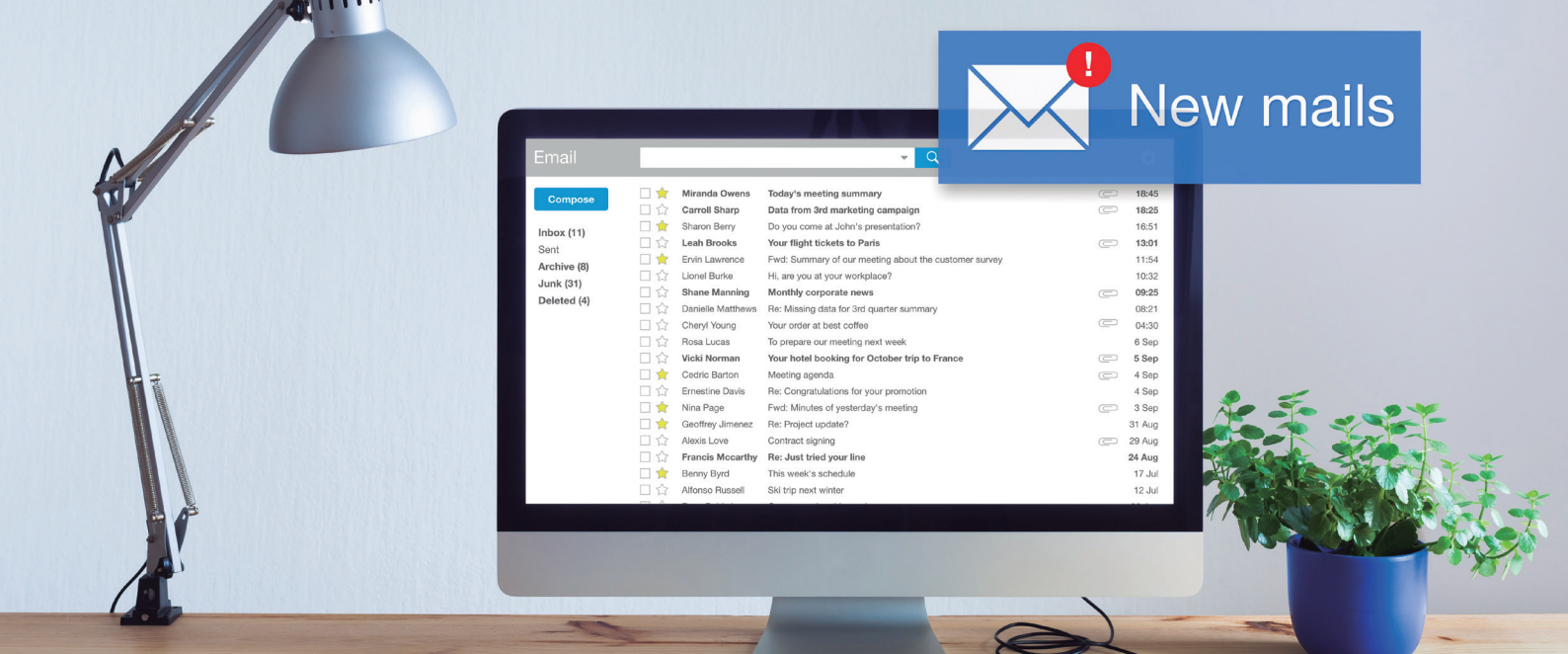
Email analysis

Analyze the subject of incoming mail to provide automatic responses and reduce the number of inquiries handled by agents or for incoming mails to be handled by the most appropriate agent.

05

Immediate responses

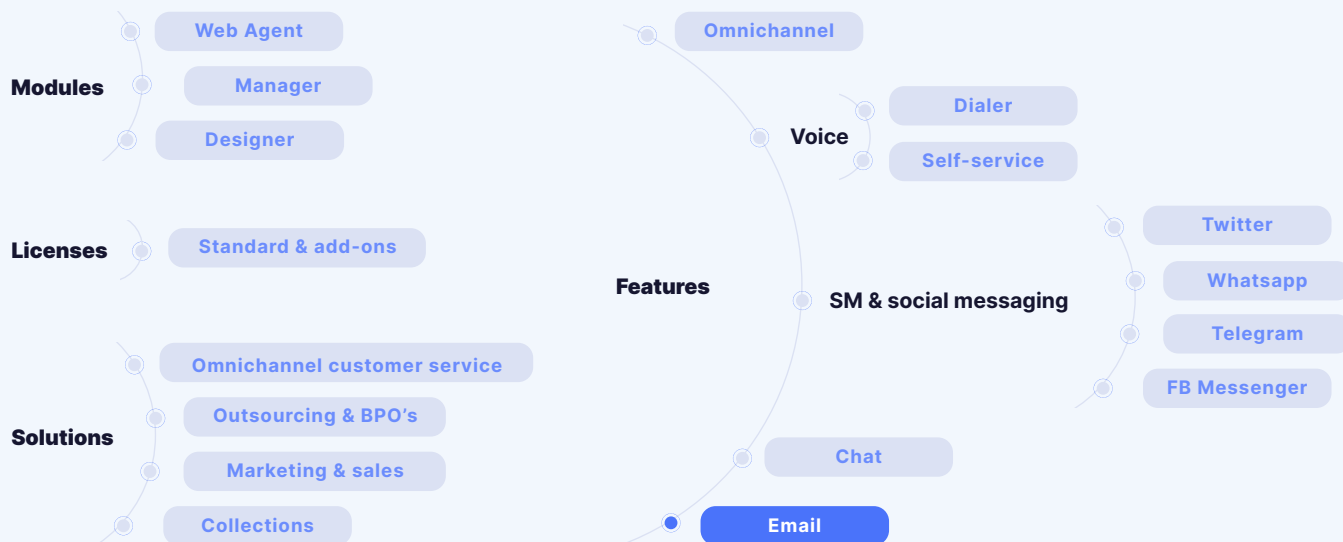
Empower your agents with the necessary tools to provide quick and efficient responses to emails, avoiding endless back and forth to obtain information that delay the resolution of the query. Your customers will be surprised and will appreciate the quick management!



Take the productivity of your agents to the next level with efficient email management

Control large volumes of emails in a coordinated way, in harmony with the other communication channels. Keep the interactions thread with the history of each contact always in view.

Product map



At ICR Evolution we help you **connect with your customers in an agile, simple, efficient and productive way**. Our EVOLUTION software allows you to **be where your customers are**, at the right time and in the most natural way, offering a 100% omnichannel customer service experience.

www.icr-evolution.com

[in /icr-evolution](#) [@evolutionICR](#)

Barcelona
Av. Josep Tarradellas 38
+34 932 289 310

Madrid
Paseo de la Habana 9-11
+34 910 381 810

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TO SEE ALL
PRODUCT
SHEETS

