SYNAMETRICS TECHNOLOGIES

Synametrics Mail Junction

Mail Junction User's Guide

SYNAMETRICS TECHNOLOGIES, INC

Mail Junction User's Guide

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Introduction

Consolidate, Collaborate, Communicate

Mail Junction is an email management tool providing a single point of access to emails within an enterprise. It is a tool for organizing, distributing, and filtering incoming email messages and accurately and efficiently responding to them in a timely fashion.

Mail Junction allows you to monitor unlimited number of email accounts. Typically, you would let Mail Junction manage accounts that are shared by multiple individuals in your company, for example sales, support, marketing, etc. This provides a centralized mechanism to view, reply, and search messages sent to such accounts. In Mail Junction's speak such accounts are called "Managed Accounts".

With Mail Junction you can:

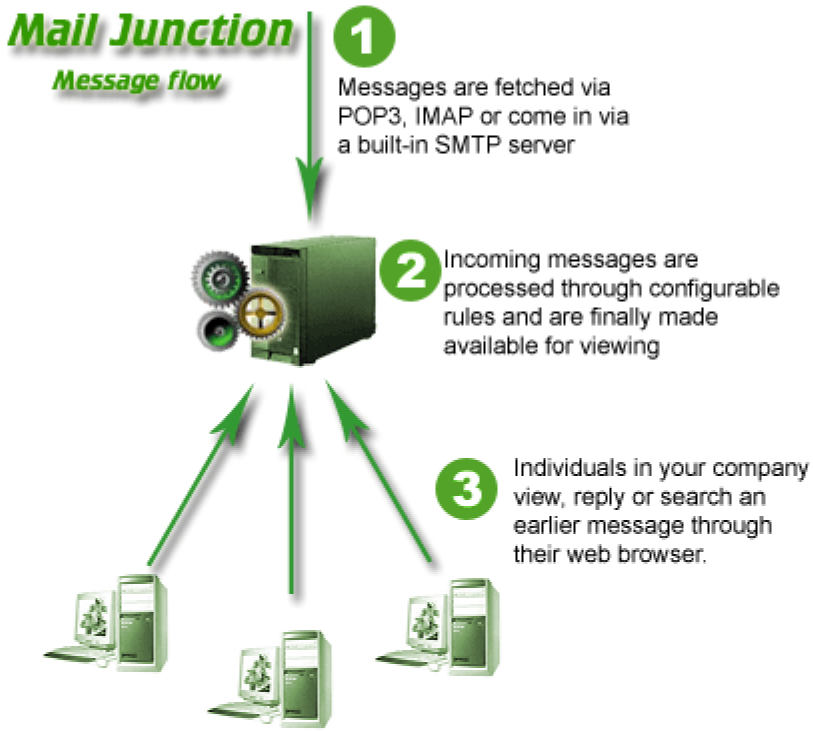
- Consolidate – Gather emails to a central repository
- Collaborate – Efficiently collaborate with colleagues and clients
- Communicate – Track a complete thread of communication

Message Flow

The following section explains how messages are handled by Mail Junction.

- You decide which email addresses should be treated as managed accounts, for example sales@yourcompany.com and support@yourcompany.com
- For every managed account you create a "Profile" in Mail Junction
- Messages can be received from multiple channels, such as POP3, IMAP or SMTP

- Every message that is received by Mail Junction is first processed by customizable rules that can send auto-replies, delete or assign messages to users.



Chapter

2

Connecting to server

Mail Junction is a server based product. Messages come to a central repository. You can easily view, search and reply to the messages in this repository from any machine using a browser.

Prerequisites

Before you can connect to Mail Junction, your administrator should provide you with the following information.

Field	Description
Connection URL	The URL you will use to connect from your browser. For example, http://mailjunction.yourcompany.com:9500
User ID	This is the user id you will use to connect to the server.
Password	Your password for connection

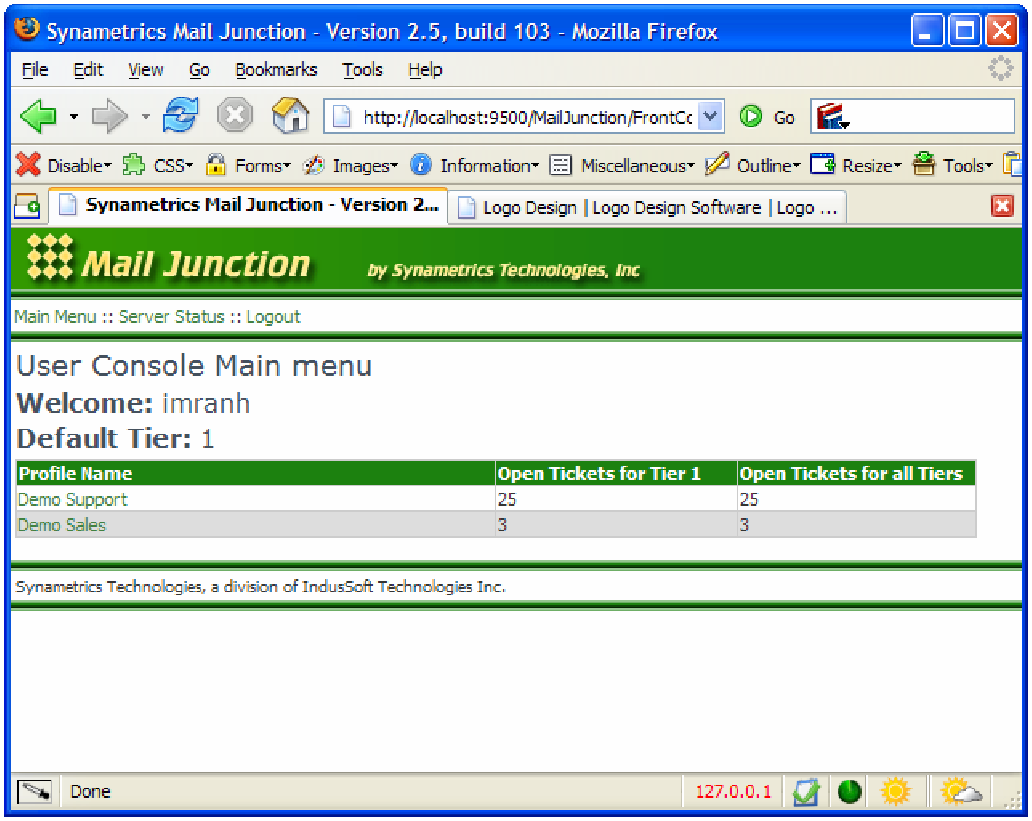
Connecting to server

Open up the browser on your machine. Supported browsers are Internet Explorer and Mozilla Firefox. Type the "Connection URL" provided by your administrator in the browser window.

Main Menu

Following screens show the main menu screen. This is used as a front door to other options.

This screen displays all the profiles that you associated with your account. It will also display the number of open tickets for your tier.



Managing Tickets

A new incoming email automatically creates a ticket on Mail Junction. Every ticket is referred by its "Ticket Number". Several messages belonging to the one email conversation will have same ticket number. Following table shows the sequence of events that occur in Mail Junction

1. Mary sends an email from the Internet to sales@yourcompany.com

2. This message is received by Mail Junction and a ticket number is assigned. Let's say that ticket number is 00001234

3. You connect to Mail Junction and want to send a reply to this message. Mail Junction will modify the subject line of the message and will put the ticket number in the reply.

4. Mary gets your message and sends another reply.

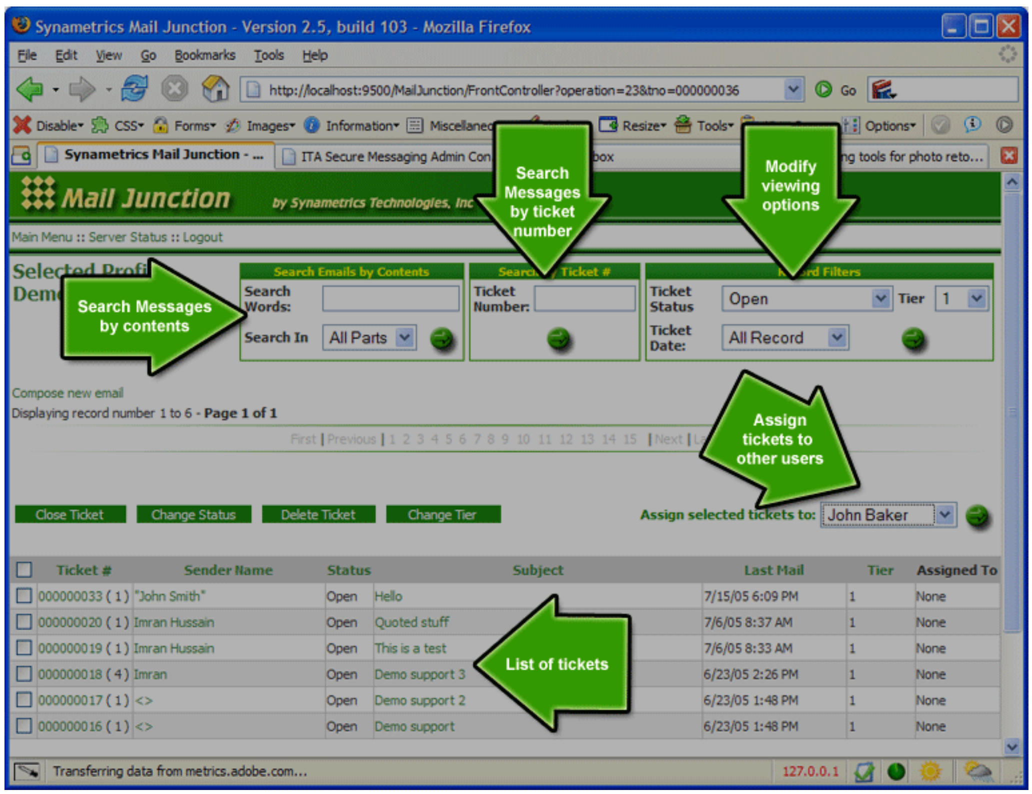
5. Now you have three messages (two from Mary and one from you) having the same ticket number.

Every ticket is assigned a status, which can be one of the following values

- Open – Default status for new messages
- Close – Default status once reply is sent
- Outgoing – New outgoing message

Besides the above status, every email can have optional characteristics like "Feature Request" and "Bug". Users can search existing messages using these characteristics as well.

Viewing Tickets



After you select a profile, Mail Junction will display tickets associated with that profile. By default only those tickets are displayed that are marked as "Open".

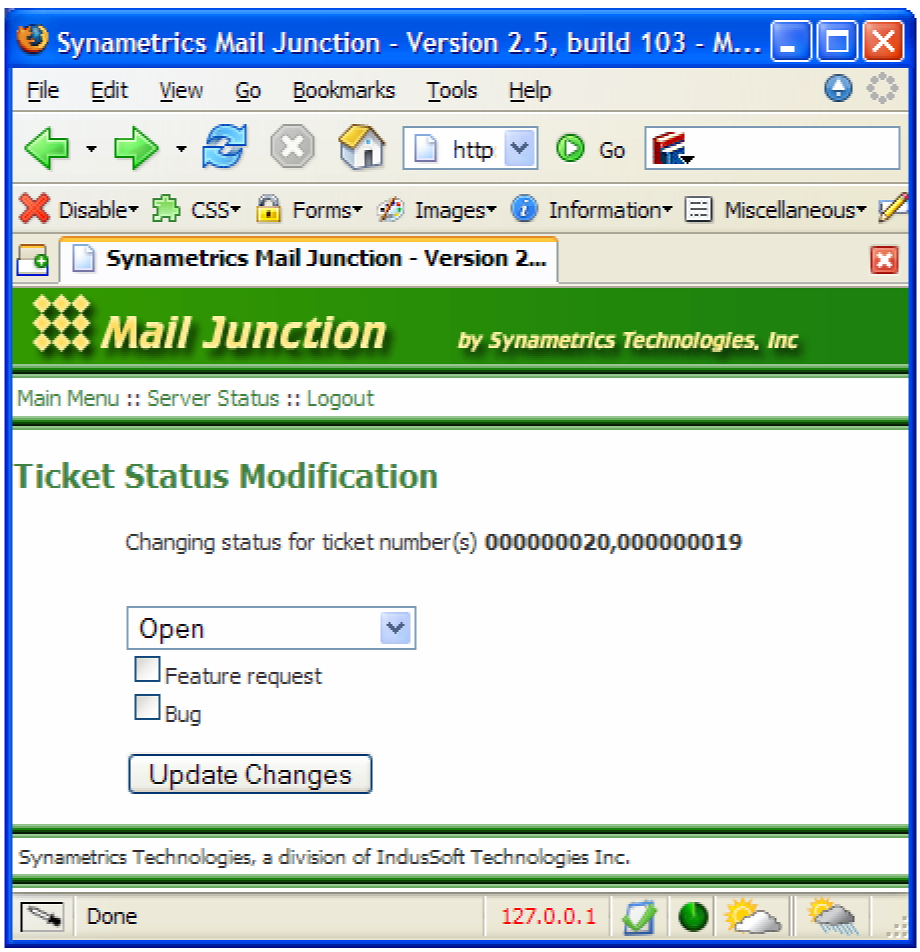
Modifying Viewing Options

Different types of filters are used to restrict messages that are displayed when viewing tickets. These filters are listed below.

1. Status filter – display open, close, outgoing, feature request or bugs
2. Date filter – specify a time span
3. Tier filter – display messages for a particular tier
4. Ticket number – specify a ticket number
5. Searching by content – specify content. This can be subject, body or both.

Changing Ticket Status

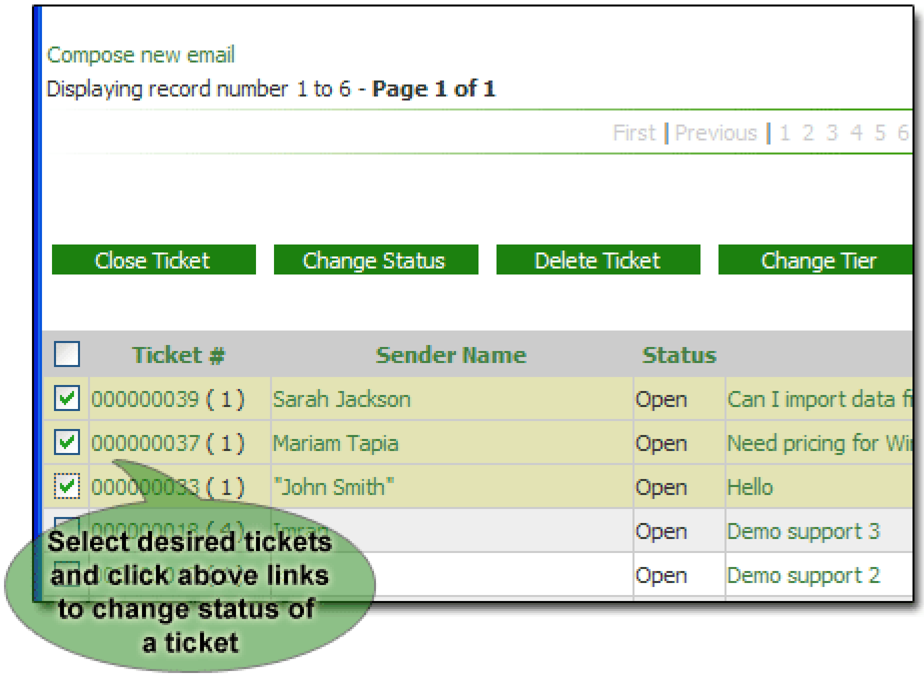
You can change status of one or more tickets by selecting the desired tickets and clicking on Change Status link



The above is used to change the status of any existing ticket by selecting the desired values from the combo box.

Closing Open tickets

Although open tickets can be closed using the "Status Modification" screen, an easier way is to click on the "Close Ticket" link on the main screen.



Deleting tickets

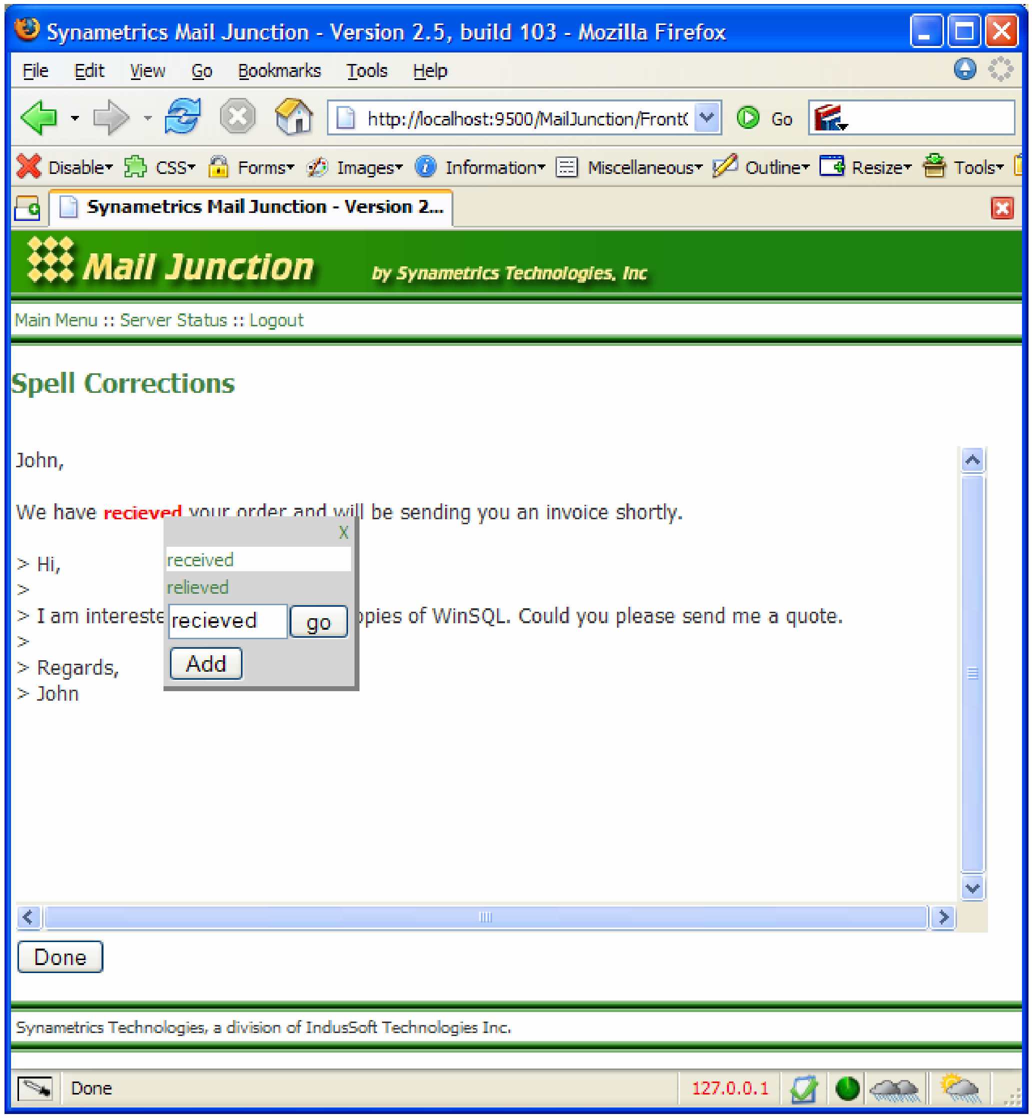
You can delete ticket just like to you close them. Once a ticket is deleted, it will be removed from the local disk and cannot be retrieved unless you restore the data from a backup.

Composing Replies

To compose a reply for an existing email select the desired message from the Message List, and click the "Post Reply". Mail Junction will automatically paste a copy of the original message towards the bottom of your reply.

Spell Checking

Mail Junction comes with a built-in spell checker that can be used to correct spellings after your compose any reply. To perform spell check simply click the spell Check button.



The built-in spell checker displays incorrect spellings in red. You may click these red links to invoke a pop-up menu that has suggestions. If you do not see a valid suggestion, you can type a new value or make the spell checker add this word in its memory.

Attaching files

To attaching files to outgoing message click the "Attach Files" button. From the next screen select the files you wish to attach

Templates

Templates are predetermined answers for commonly asked questions, such as product information and pricing. Users can quickly apply these templates to any outbound message instead of writing a message from scratch.

Templates are created by system administrators and are always pasted towards the beginning of the message. To paste a template, select the desired name from the pick list and hit apply.