

# e2Case

## Email to Case Automation for Oracle CRM On Demand

The e2Case MOD is more than a tool to turn an email into a service ticket. It is an advanced engine, built to automate the case management processes driven by inbound emails from customers. It pairs perfectly with the Doc Merge, Email and Drag & Drop MODs, which process outbound replies and documents to customers. **Shorten** turnaround times, **improve** quality and reliability of communications, and **capture** all case information in Oracle CRM On Demand and **you will see customer satisfaction improve** immediately.



### Efficiency

Eliminate many manual processes for inbound and outbound communications so that support representatives are able to resolve cases more quickly and effectively.



### Speed

Accelerate support responsiveness with automatic processing of emails, linking new emails to existing customer and case data; customers want to hear back quickly.



### Information

Gain a better understanding of all interactions with customers and discover weaknesses by automatically capturing cases, emails, and related activities in Oracle CRM On Demand.

## Here are some Key e2Case Features:

- @ Incoming email is parsed immediately and a case is created, with the ability to set additional fields based on rules.
- @ The original email file can be attached as a .eml file to maintain all information or attachments can be extracted and stored as attachments in CRM On Demand (or linked from a 3rd party document repository.)
- @ Auto-reply emails can be set up to instantly notify the customer that a ticket has been created and can communicate SLA information and direct them to a knowledge base or portal for self-help.
- @ When a customer sends a follow up email, this email is also automatically parsed and a special activity record is added to the existing case record and the case is reopened and the owner is notified.
- @ Emails from unverified sources are converted to cases, but are pulled out of the normal workflow for separate processing. This keeps customer support representatives working on valid cases.
- @ When combined with our other modules, all inbound and outbound emails and document creation can be streamlined with templates.