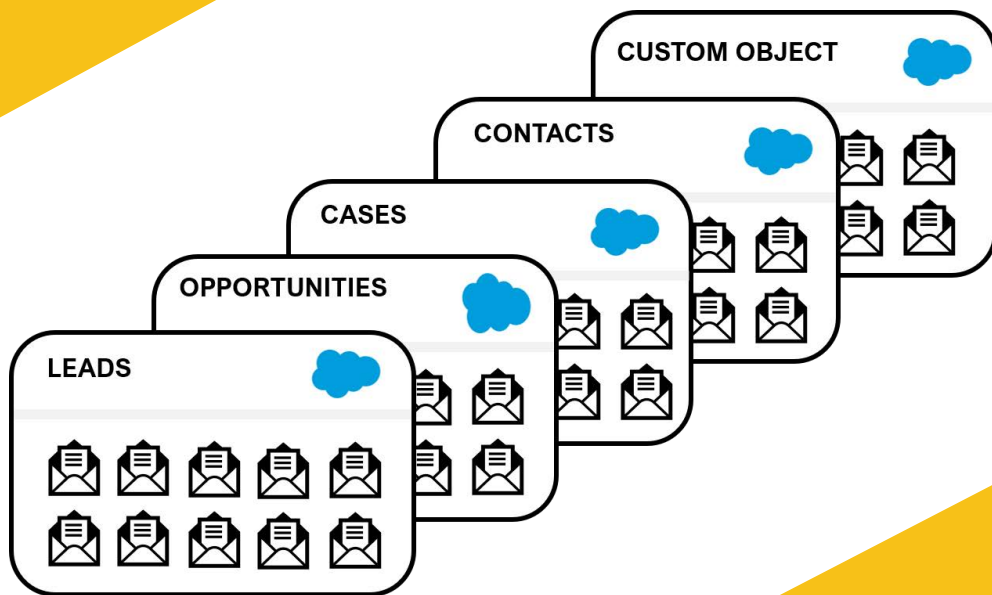


Email-to-anything > Use Case

Store Full Email History Against Any Record

View all email conversations in
Salesforce, against the right
record of any object.



THE CHALLENGES



Customer emails
buried in Outlook



Emails lost when
employees leave



Key contacts in Outlook
but not in Salesforce



Management lacks
view of critical emails

THE SOLUTION

Email-to-anything

- ✓ Send all emails to Salesforce
- ✓ Store full email history
- ✓ Map email data to any object
- ✓ Send email from within object
- ✓ Save email drafts.
- ✓ Share drafts with other users
- ✓ Send ad hoc mass emails

SCENARIOS

- » Track sales enquiries
- » Record support emails

- » Log and store complaints
- » Build an FAQ database

- » Account manager continuity
- » Supervisor visibility

WHAT'S YOUR USE CASE?

Tell us about your use case and we'll be happy to jump on a call to go through
your business requirements. Alternatively, download e2a from the AppExchange
and we'll help you configure it to meet your needs.

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