

Time Saving Efficiency and Easy Integration

As part of an ongoing study of how customers use eMail Manager, we talked with SpeakerMatch founder Bryan Caplovitz to find out what features he liked most and how it helped his business.

IFModules: What made you select eMail Manager to manage your emails?

SpeakerMatch.com: After reading about and even implementing several email services it was clear that eMail Manager was the easiest to integrate and best system for our office staff to handle emails efficiently. Not too many email systems allow you to see which emails are unread, open or priority at the same time. I particularly like that when I click on a folder, such as "support" or "orders," I can see any notes regarding what actions have been taken by any members of our staff - it's right there in front of you.

IFModules: How has eMail Manager helped your business?

SpeakerMatch.com: Having such quick access to information about all the emails that are coming in (and we get LOTS of email), it is important for our small staff to be able to move through each email as quickly as possible. We have used other email systems in the past and it was a slow and confusing process. Time was wasted just trying to find out who took care of which email. With eMail Manager, a lot of time is saved and that is where your service has been extremely helpful in allowing SpeakerMatch.com to grow and concentrate on what matters - connecting meeting planners with the right speaker for their event.

IFModules: What eMail Manager features make it stand out from other applications?

SpeakerMatch.com: Much of what I have already mentioned, being able to quickly login, viewing the number of emails in each mailbox and knowing which emails need to be taken care of right away is what I really appreciate. Even better, when I click into a mailbox with several high priority emails, I can see the progress that has been made by any staff member. We've created labels in the category feature eMail Manager has and this allows all of us to know what is going on with each email. The comments field is good to have for anything that cannot be easily categorized. I haven't seen this in any other email system, even the ones that are well known.

IFModules: Any other comments you feel other customers should know?

SpearkMatch.com: I think I've said it all. Thanks for the opportunity and great customer follow-up.

About SpeakerMatch.com

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