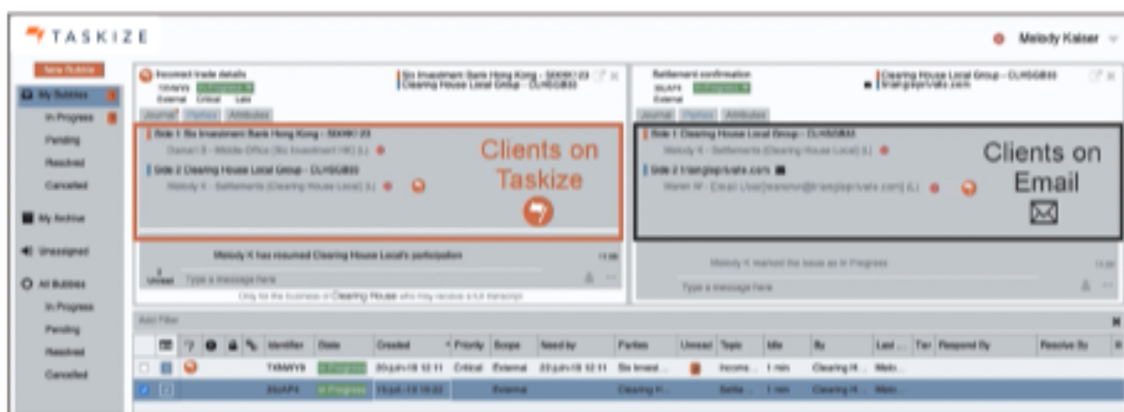# TASKIZE

MAKE WORK FLOW

SOLVE ISSUES. CONTROL CHAOS. SAVE TIME.

The Taskize email management solution enables Client Service teams to immediately engage with all their customers and counterparties directly from their Taskize platform reducing time to resolution and improving customer experience.
Email is an effective way to communicate with your clients, but when you have hundreds of emails and numerous mailboxes to stay on top of this can become difficult to manage. By connecting your email to Taskize you consolidate email chains into a handful of BubblesTM and can use the platform to track ownership and management oversight.
There will be no interruption for your clients, as they will still use the existing group inbox addresses or they can join the Taskize network to benefit from the same value-added service.

BENEFITS

- Client Service can manage all enquiries from Taskize

- Keep existing external emails addresses so clients are unaffected

- New emails are allocated to most appropriate person and not self-selected

- Service SLAs can be tracked across all clients

- Email responses are threaded into existing bubbles for complete audit trail

- Secure, encrypted and SOC 2 audited

KEY BENEFITS FOR CLIENT SERVICES TEAM USING THE TASKIZE EMAIL MANAGEMENT SOLUTION

FEATURE	Email only	Managing email within Taskize	Taskize platform to platform
Ability to prioritise open work items	No	Yes	Yes
Manager can route work	No	Yes	Yes
Duration of work item being open	No	No	Yes
See who's action it is	No	Yes	Yes
See who is working on it elsewhere	No	No	Yes
Management Information reporting	No	Yes	Yes
Version control of attachments	No	Yes	Yes
Ability to concentrate on just your own work	No	Yes	Yes
Control			
Support for View only attachments	No	No	Yes
Audit trail of when files are viewed or downloaded	No	No	Yes
Ability to remove attached files	No	No	Yes
Automatically display latest version of any file	No	Yes	Yes
Invite new parties without sharing full journal history	No?	No	Yes
Clear ownership of next action across firms	No	Yes	Yes
Business Unit structure for all parties			
Sorting work according to economic impact			
Prevent new parties from joining the issue	No	No	Yes
Oversight			
Fully synchronised timestamp of activity axross firms	No	No	Yes
No 'forking' of resolution threads so compliance can see resolution in single place			
Full client breakdown reporting (not just in a single 'email' bucket)			
Efficiency			
Follow-the-sun operating model	No	No	Yes
Allow outsourcing with loss of control	No	Yes	Yes
Auto-assign work to most appropriate operative	No	Yes	Yes
Dynamically prioritise work according to internal client tiers			
Presence indicator and role identifiers for all bubble participants			
Access to Sides and Private 'side' notes as well as linked bubbles			
Instant updates (no message batching)			
Ability to re-open a Finished bubble			
Re-structure teams without having to inform clients	No	Yes	Yes