



Improve collaboration with ShaTag

www.shatag.it

Easy Management of Shared mailboxes

Working simultaneously on shared mailboxes does not create a process, but it often creates confusion.

This means:

- Endlessly copying e-mails
- Using e-mail to chat
- Not knowing the actual status of e-mails

No information on:

- Who's doing what
- Who's done what
- The status of the process
- Corporate responsibility of replies
- Time management difficulties

The goal?

To improve business processes that revolve around e-mail, while keeping complete control of working groups' activities.

What benefits does it have over traditional systems?



Immediate notification of who has already read or dealt with each message



An advanced tagging system which replaces classic folders, helping to strategically categorise all threads



Active collaboration through the option of notifying team members by attaching notes to each message



Supervision of various operators' work



Tag-based Archiving and Searching

ShaTag lets you view all your shared e-mail boxes from one single interface, so you can work on e-mails in a truly collaborative way for each mailbox.

You will no longer need to move e-mails around because, alongside all the usual functions of an e-mail client, ShaTag also adds certain essential functions that will transform any collaborative shared e-mail folders.

While operating users will never again be able to permanently delete messages from the mailbox.

This system means you no longer have to search and categorise e-mails hierarchically, but allows you to label e-mails with different keywords (tags). This improvement offers easy, intuitive searches, where information is no longer hierarchically structured but aggregated and shared.

It is a new way of working that ensures:

- ▶ You can see which users on the team are handling a thread
- ▶ The type of communication, e.g. an information request, a complaint, a reminder, etc
- ▶ The process status of a thread (processing, completed)
- ▶ The process entities involved in the thread

The Advantages

For the operator:

- ▶ Access to all shared mailboxes on a single screen
- ▶ High performance during consultation and search phases, consequently saving time even with millions of messages
- ▶ Notification of who has written, read and replied to the e-mail
- ▶ Shared e-mail drafts and templates
- ▶ Conversation management through an integrated tracking system
- ▶ Option of adding notes to e-mails to help operators process messages
- ▶ Fast browsing even with a high number of messages
- ▶ Option of associating organised metadata (tags) for each mailbox
- ▶ Advanced e-mail searches, even through the metadata associated in a fully innovative way

For the company:

- ▶ Greater information management security thanks to the "in streaming" working methods
- ▶ Real-Time tracking of users' actions
- ▶ Managing corporate email signatures on a centralized basis
- ▶ Improvement of the working process using the possibilities for internal exchange of notices for each message
- ▶ Possibility of creating BI solutions integrated to mailboxes in a simple way
- ▶ Nobody can delete the mail from the mailbox

For the information system:

- ▶ No need for continuous forwarding to personal mailboxes, consequently saving necessary space
- ▶ Archiving and centralised backup for all mailboxes and their associated metadata
- ▶ Integration with other company applications thanks to the option of expanding ShaTag functions to both the server and the client

ShaTag is created by Comedata Srl

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