Workflow

www.TrackerSuite.com/Mail

Automation Centre
www.Acentre.com
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IBM Business Partner
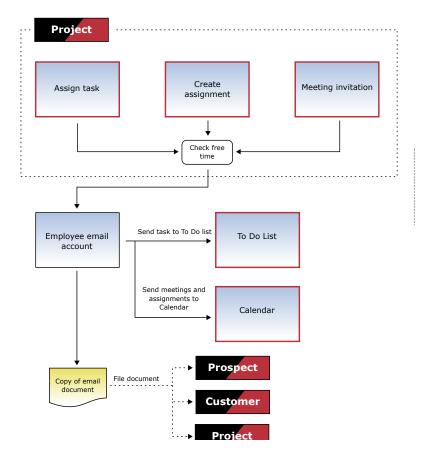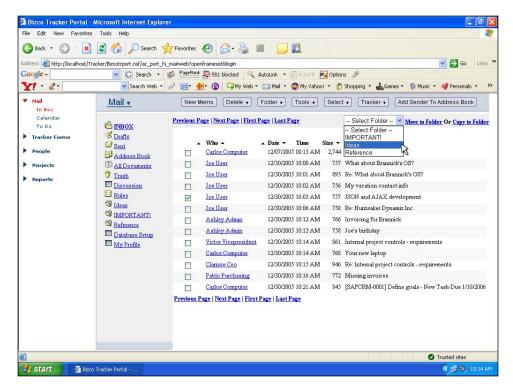
Tracker Mail

www.TrackerSuite.com/Mail

Streamlined workflow through Lotus Notes

Tracker Mail maximizes both your employees' time and key communications, unifying the functions of the various Tracker Suite products through the powerful filing, calendar, and scheduling features of Lotus Notes. Tracker Mail is Web-accessible, ensuring that employees are never out of the workflow loop.
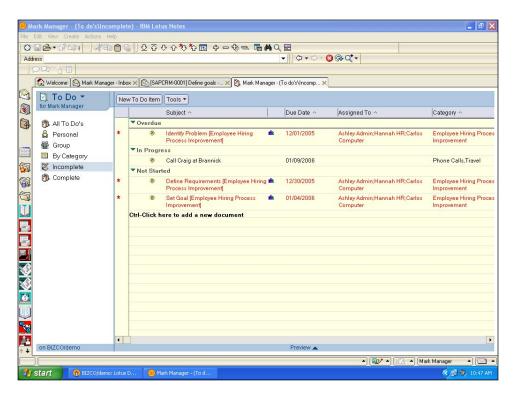
Tracker Mail's integration with **Project Tracker** provides email notifications of new tasks and schedule changes. New tasks are automatically added to personal To-Do lists. Tracker Mail also automatically checks new tasks and meetings against employee free time, minimizing scheduling conflicts. Users can place new assignments and meetings directly on their personal calendar. The Tracker Suite help desk module, **Support Tracker** sends notifications of new support ticket assignments, completions and escalations.

This integration works both ways. As well as Tracker Suite's project and help desk modules, Tracker Mail also integrates with **Customer Tracker** and **Prospect Tracker**. Through Tracker Mail, important e-mail messages can be filed directly into project, service, customer and sales lead portfolios, ensuring that essential information is filed and shared among team members. In addition, users can submit help desk requests via email to Support Tracker.
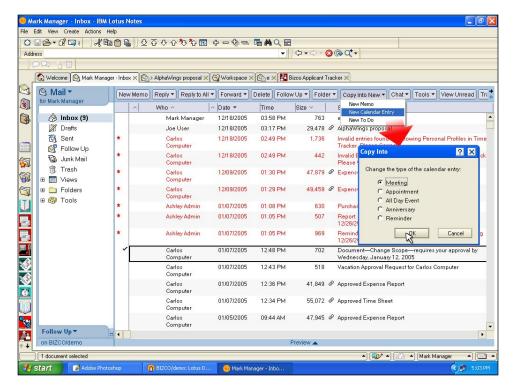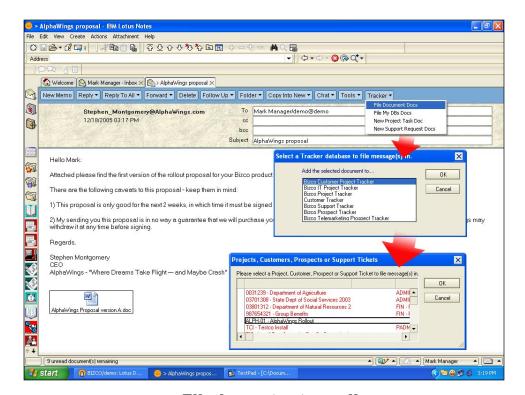
Access and manage email over the Web

Project tasks added to personal To Do lists

Add emails to calendar

File important emails