



service center **five**

...a host of benefits across the whole board

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*supplying service solutions
for over 25 years*

Email Service

This flexible and powerful emailing device from Tesseract automates the sending and receiving of emails from Service Center. Any event that takes place in Service Center can trigger in an email.

Information can be sent via email to any other email account for any type of activity on your service center database, see examples below but are not limited to:

- **When Calls are logged**
- **When Calls are closed**
- **When Parts have been shipped**

Not only can the system send emails it can also receive emails with or without attachments. The benefits of being able to send emails to the email service are, but not limited to:

- **Automatically Log Calls**
- **Call Updates via call notes**
- **Closing Calls**

The information required which generates the emails are controlled via database triggers, these triggers are fully customizable to your requirements.

When the email service is installed all that is required is validated email address and details of your email server.

For more information please contact Tesseract Support on:

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