



**LeanMail**  
Breaking email

Solution: **LeanMail Shared Inbox**

Work like a winning team in shared or common  
inboxes.

**LeanMail prerequisites:** LeanMail InstantArchive, LeanMail Prioritize,  
LeanMail Plan

**Technical Requirements involved:** The LeanMail add-in is designed for computers running Outlook 2010 - 2016 (32 and 64 bit versions) and Microsoft365 on Windows 8-10. Available for the Mac version of Outlook by the end of 2021.

For more information see the document, *LeanMail Add-in Description and Technical Information*.

## Description:

LeanMail Shared Inbox is for teams that use a shared or common inbox and who want many of the features of a ticketing system without all the complexity and cost that ticket systems come with.

LeanMail Shared Inbox allows teams to keep track of exactly who is doing what and when. It ensures that your A-customers are responded to first and allows your teams to monitor themselves without the need for a manager to delegate emails — of course that option is available as well. Our customers claim that they have an average time-savings of 70%.

---

## Problems solved:

Shared inboxes are infamous for being black holes of productivity loss.

- Need for a person or persons to manage
- Each member is re-opening mails that another person has already opened
- No clarity around who is responsible for each mail
- What needs doing and when is not clear
- No priority system



## Personal benefits:

- 70% more efficient than other methods
- Full transparency of who is doing what and when
- No need for a manager
- Eliminates need for ticket system

## Benefits to the organization:

- No need for employees to remind each other of emails
- Customers are answered on time
- No deals are lost due to poor response times
- Managers can review each user's email task list
- Bolts seamlessly on to your existing
- Outlook with no connection to external servers
- Employees are less stressed by managing email
- Can be pushed out centrally by IT
- Installing one add-in gives users access to all bite-size LeanMail products on demand
- Personal, Virtual, eLearning and free video tutorials available
- 24/7 support



# Features and functionality:

## **Responsible column**

For assigning emails without forwarding them.

## **Auto-segmentation**

Automatically and manually assign A+, A, B or C segmentation to incoming emails.

## **Multiple views**

All emails – all mails in the shared inbox

All unassigned – all mails in the shared inbox that not assigned to a teammate

All assigned – all mails in the shared inbox grouped by responsible

All assigned to me – all mails in the shared inbox that have been assigned to me

All assigned to me that are due today – all mails in the shared inbox assigned to me that are due today

## **Late response notification**

Emails turn red, then purple when they are late.

## **Next action**

Communicate who's doing what and when directly on each email.

## **When**

Assign due dates intuitively.

## **Be alerted to emails that have not been transacted.**

# Training:

## Group

- Virtual and live
- Corporate complete training and coaching
- Ad-hoc complete training and coaching

