

Email Integration

Android Specific

How is this feature going to help you?

- No more copying emails into comments
- Better visibility for every customer interaction
- Build a more complete customer history

How does it work?

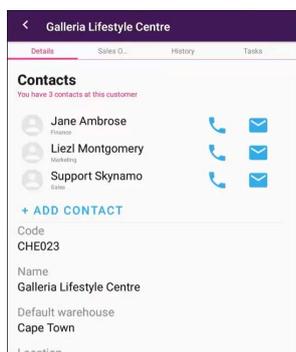
We have a unique email per user available on the timelines and in your settings.

When you include the email address in an email thread (Forward, Bcc), Skynamo:

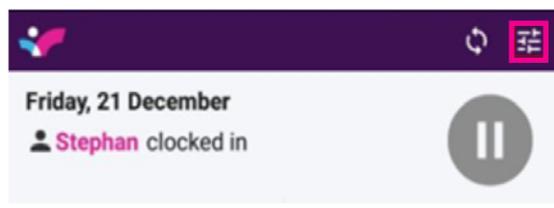
- Receives the email text
- Makes sure you're a verified user
- Tries to match contacts (within your customer profiles) with the email/s in the email thread.

How to access and copy your unique email address.

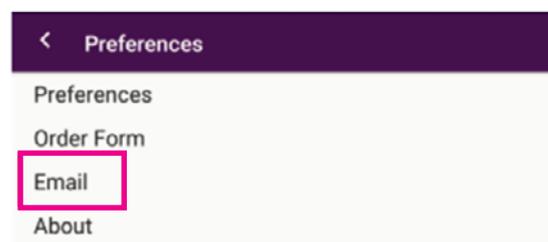
1. Ensure that you have loaded individuals as a Contact in Skynamo.



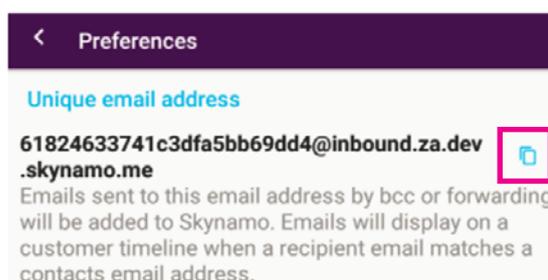
2. Open the Settings option.



3. Select Email.

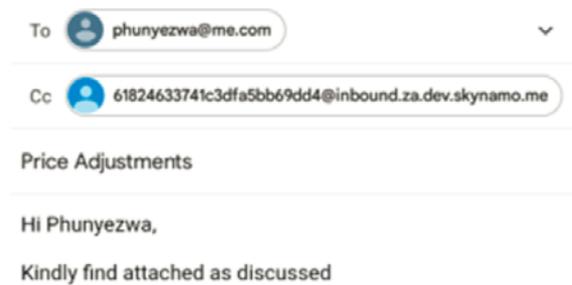


4. Copy and paste your unique email address.

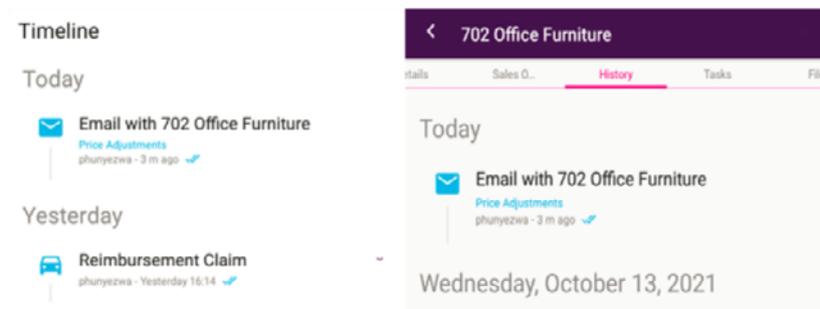


5. Compile your email in your mail as you would normally, and then ensure that you CC or BCC in your unique code.

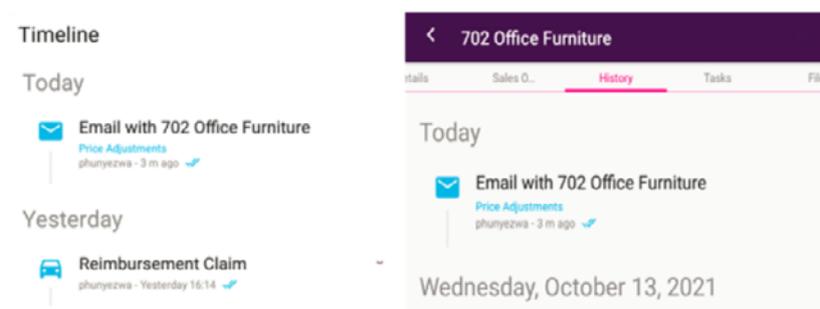
Note: Find your unique email to copy in, and ensure the receiver of your email is added as a contact on one of your Skynamo customers' profile.



6. After your mail has been sent, it will be visible on your Timeline and History tab:



7. You can tap the email to review:



Please note:

- It only shows plain text, so won't show attachments or images.
- You won't be able to see emails sent to people who aren't listed as a contact in Skynamo.