Skynamo

Watch sales soar.

Email Integration Web Document

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

What does it do?

We will display email threads on timelines on the web only (for now) as can be seen below:

	Email with Stephan and toby@bigtime.com	-
	New stock 7/13/2021 2:31:08 PM +02:00	
•	Stephan@skynamo.com to toby@bigtime.com	
	Hi Toby,	
	Just checking in again to see if you've made a decision on your next order yet?	
	Kind Regards	no.com
	Stephan Joubert Training Manager	
m		li l
	· - 2 2 2 6	New stock 7/13/2021 2:31:08 PM +02:00 Stephan@skynamo.com to toby@bigtime.com Hi Toby, Just checking in again to see if you've made a decision on your next order yet? Kind Regards Stephan Joubert Training Manager

There is a timeline entry on the main, customer and user Timelines and the call report with the subject, time, recipients, and mapped customer. If you hover over the email on the timelines, you will see a preview of the body and if you click on it the email opens in full screen so you can read the entire text.

You'll also be able to remove the customers linked to the email or delete the email entirely.





How does it work?

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

- 1. When you include the email address in an email thread (Forward, Bcc), Skynamo:
- receives the email text,
- makes sure you're a verified user and
- tries to match contacts (within your customer profiles) with the email/s in the email thread (see image below).

Edit contact			×	_		
First name *		Last name				
Toby		Richarde				
Job title						
Marketing			* *	A01-	Contacts	Allering
Customer					a she was to be	
Big Time Stationery			* *		Toby Richards Mathematics	U 📾
Mobile number		Work number				
056005987896						
E-mail	1				Details	
toby@bigtime.com						
	10.				+ HILWONTH	-Entres
Delete contact			Cancel Oone		- tester titler	

Once we've mapped an email to a contact (and therefore customer/s), the email plain text will be displayed on the main, customer and user timelines. For frequent emailers, it could be best to **either add the unique email address as a contact in their mail provider or set up automatic rules bcc rules:**

Microsoft: https://support.microsoft.com/en-us/office/automatically-cc-carbon-copysomeone-on-every-email-you-send-0e8e32e9-777f-49fc-878f-41ed7c58677a

Gmail: https://chrome.google.com/webstore/detail/auto-bcc-for-gmail-by-clo/ bfhaienophdigbdknjamfcbhinmmnbha?hl=en

2. To find your unique email click on the Add dropdown on your Timeline and select "Send Emails to Timeline". This will then present a box with your unique email address linked to your Skynamo user.

Customers P	oms	Users Hepons	
Timelin	e		
LAST WEEK 9 Jul 2021 10:26		Email with Brian and simonb@skynamo.com Test 2 from Barbie Test 2 from Barbie	Add + Fill in form Create new order Create new quote Create new creat sequest Send emails to timeling (Timela)
9 Jul 2021 09:04		Email with Stephan and stephanjbriglyahoo.com, dirkiegiskynamo.com, skynamoglobalgiskynamo.com FW. Want dis Vrydag!!!	
9 Jul 2021 10:54	6	Customer added by Stephan	
9 Jul 2021 08:45		Email with Simon and simonb@skynamo.com How is this feature going to help our customers?	
9 Jul 2021 08-45		Email with Simon and simonb@skynamo.com What does it do?	



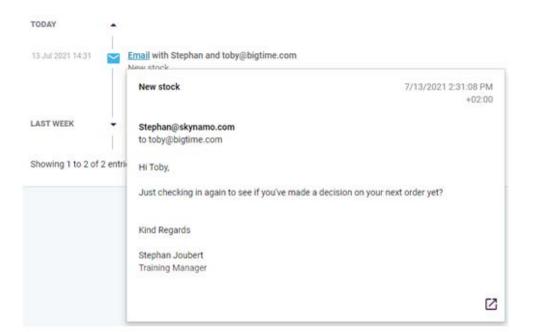
3. So, after finding your unique email to copy in, and ensuring the receiver of your email is added as a contact on one of your Skynamo customers' profile, compile your email in your mail as you would normally, and then ensure that you CC or BCC in your unique code.

⊳ Send	From 🗸	academy@skynamo.com
	То	○ <u>'toby@bigtime.com'</u>
	Cc	<u>60e6ca83e86fca16e1412c58@inbound.za.dev.skynamo.me</u>
	Subject	New stock

Hi Toby,

Just checking in again to see if you've made a decision on your next order yet?

4. Once your mail has been sent, it will be visible on your Timeline:



Please note:

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

