

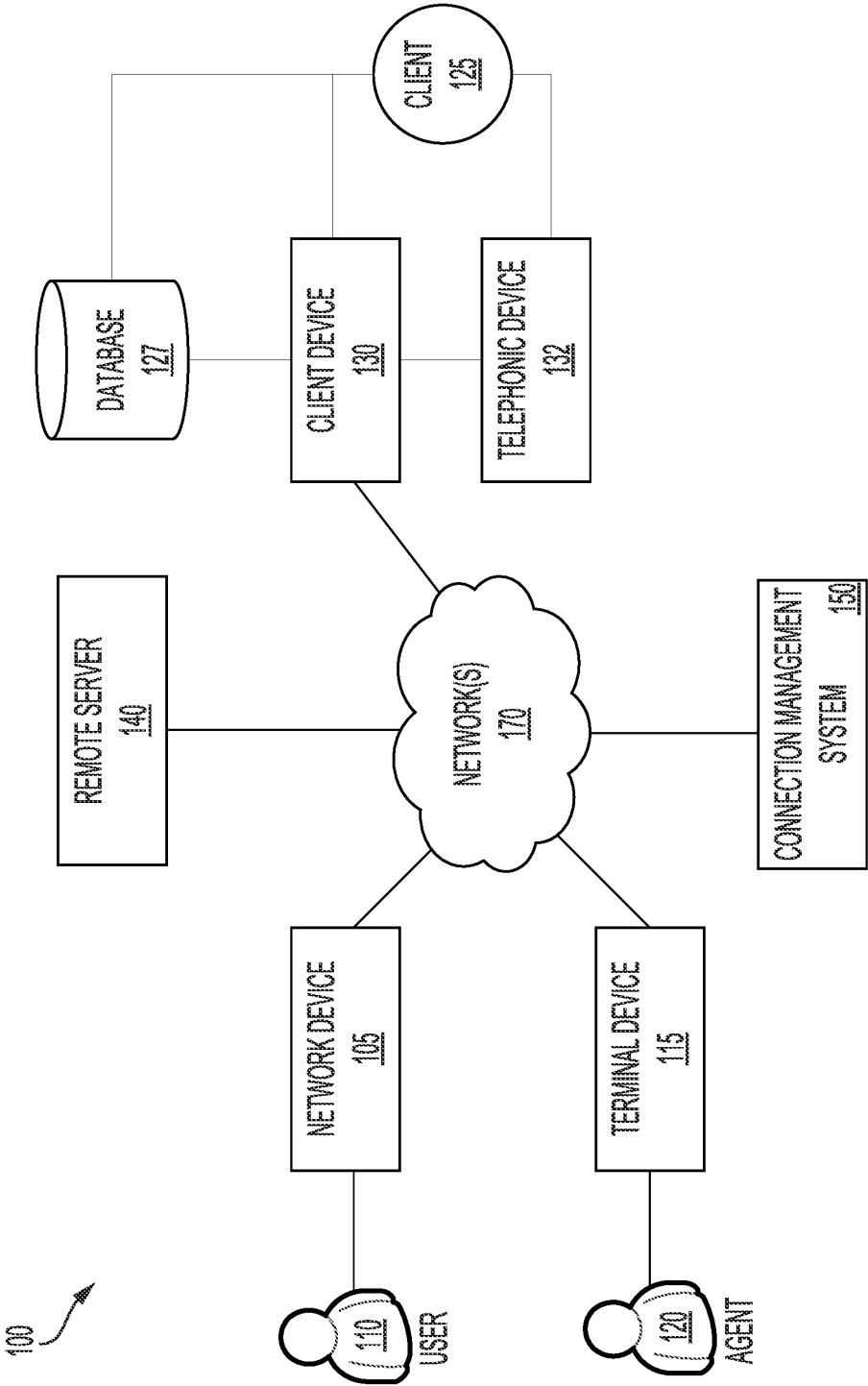


FIG.1

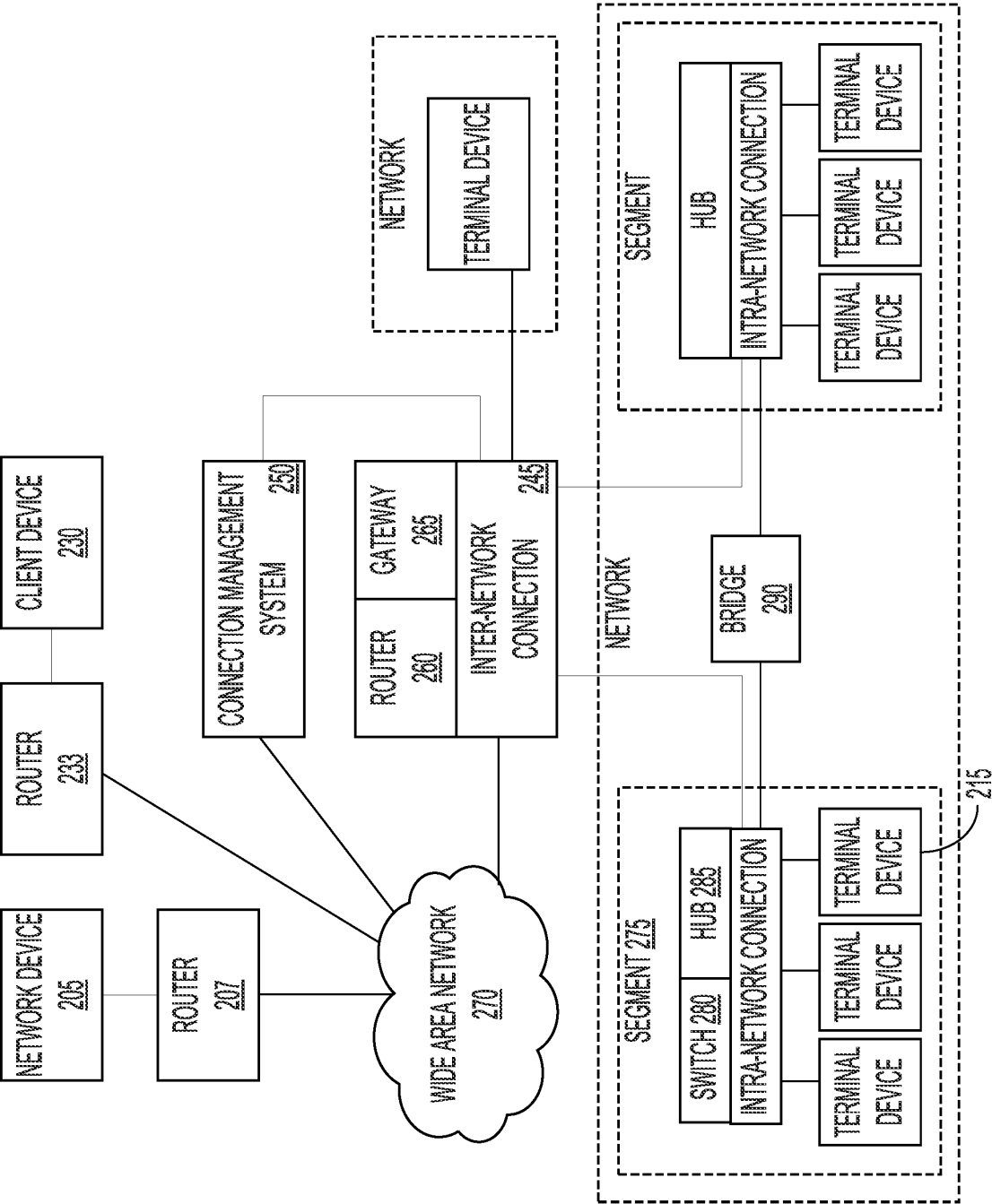


FIG. 2

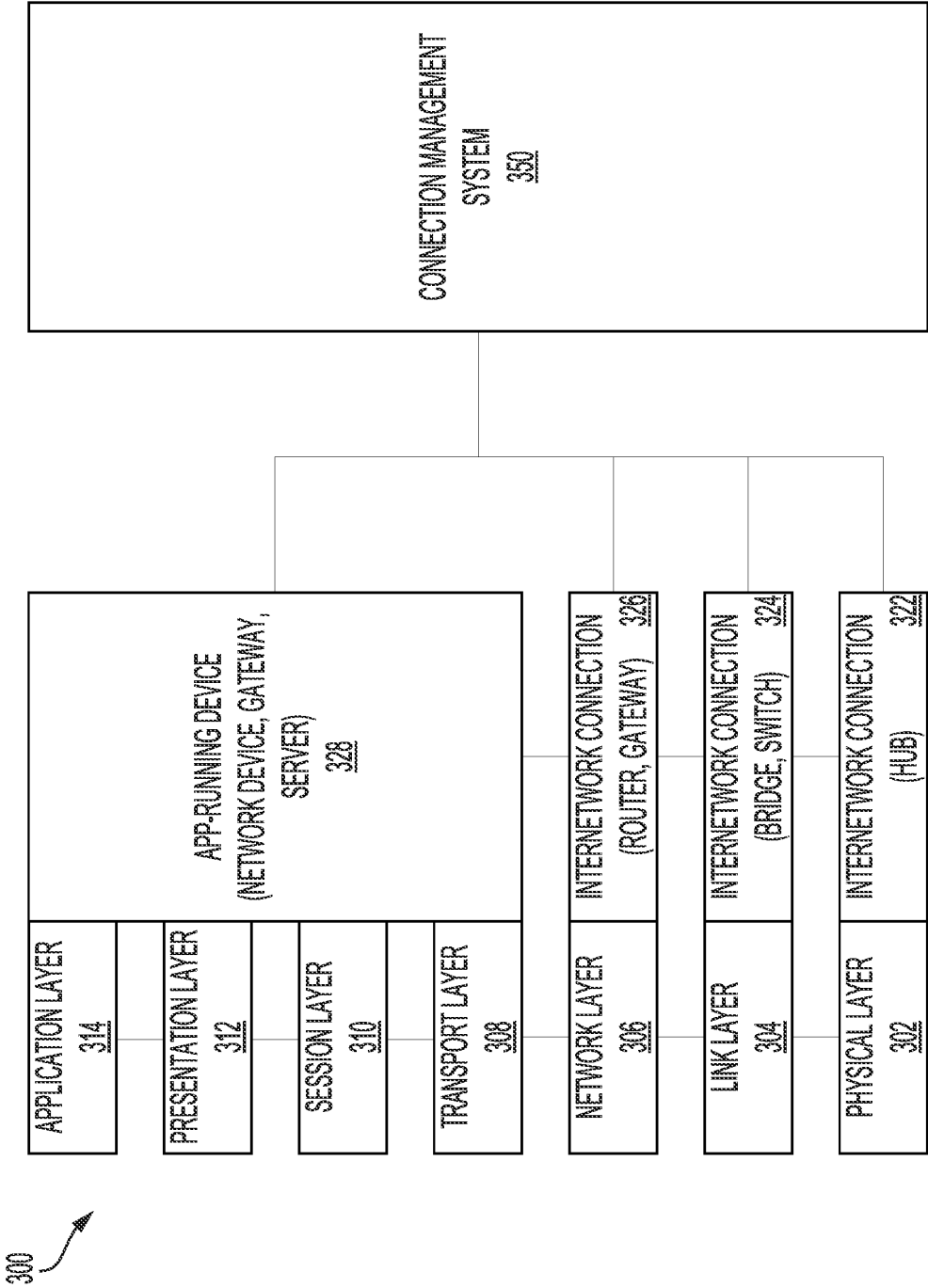


FIG. 3

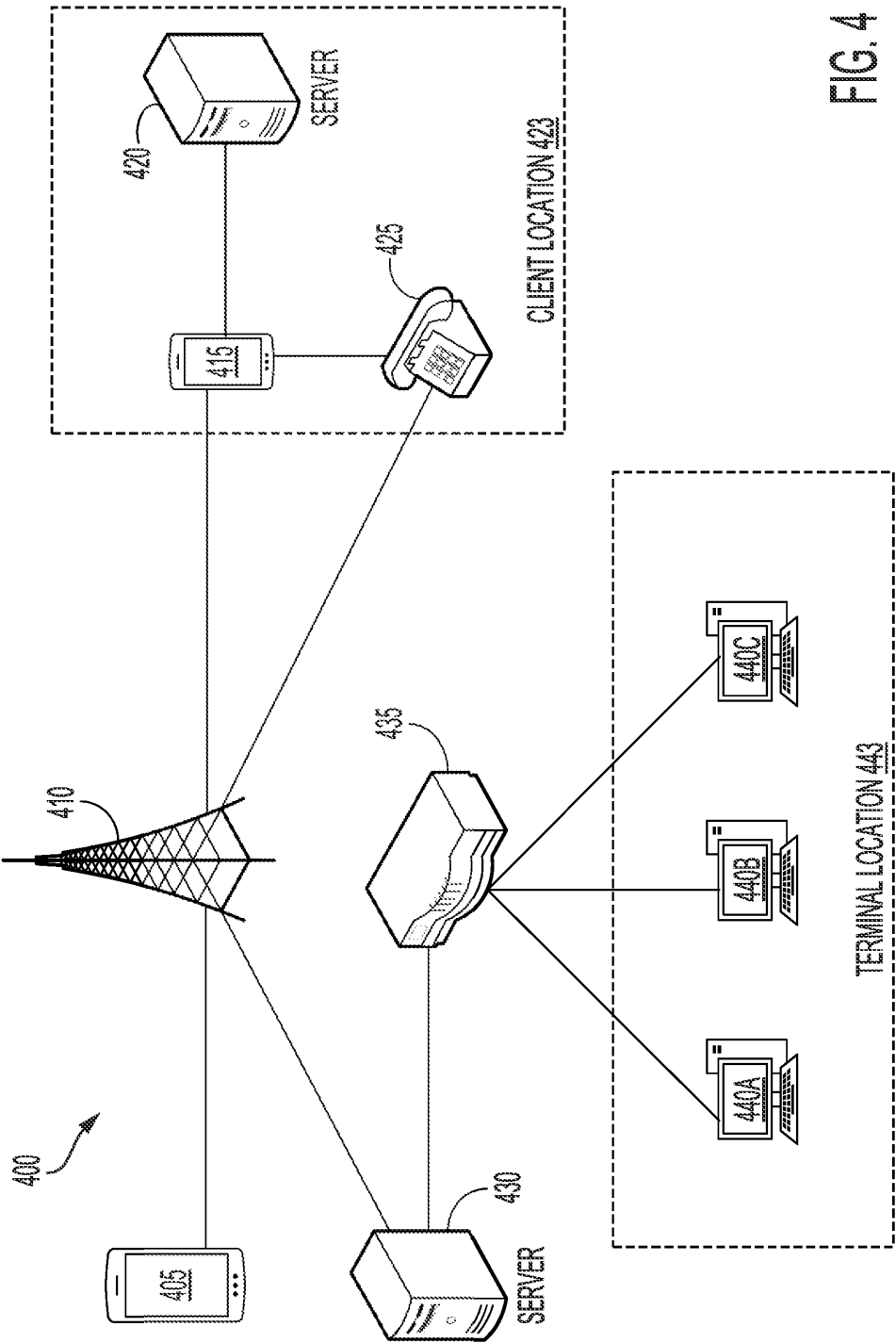


FIG. 4

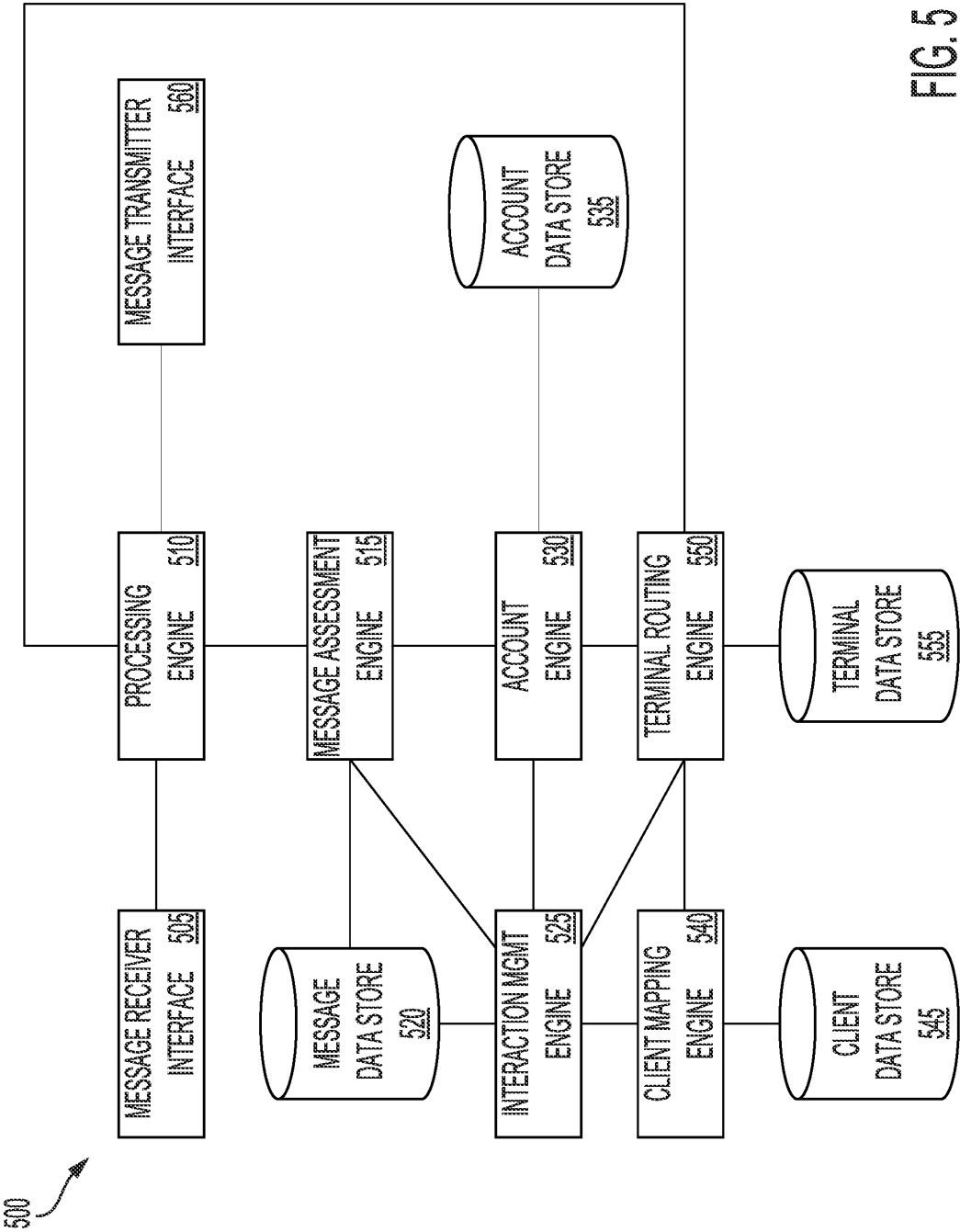


FIG. 5

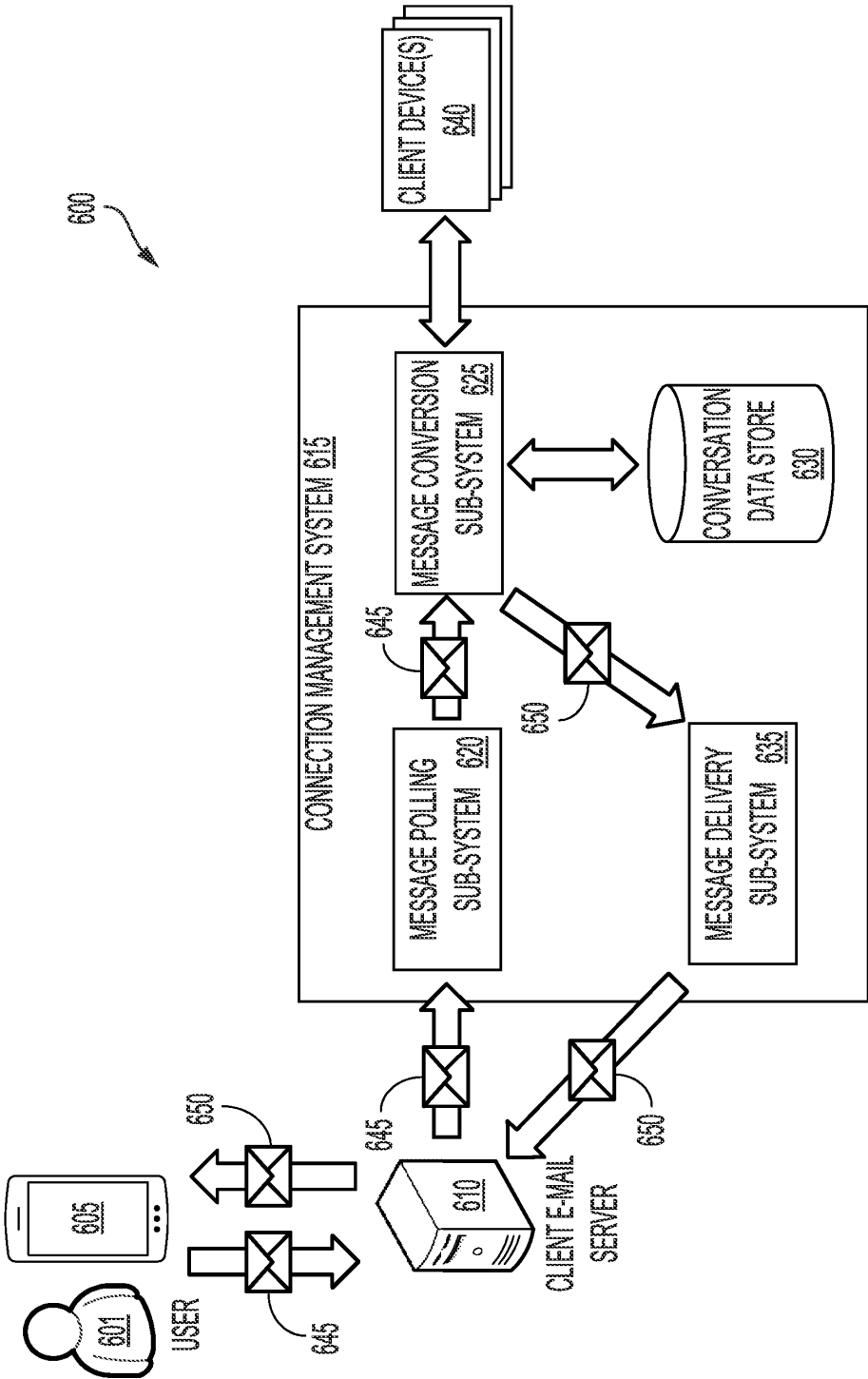
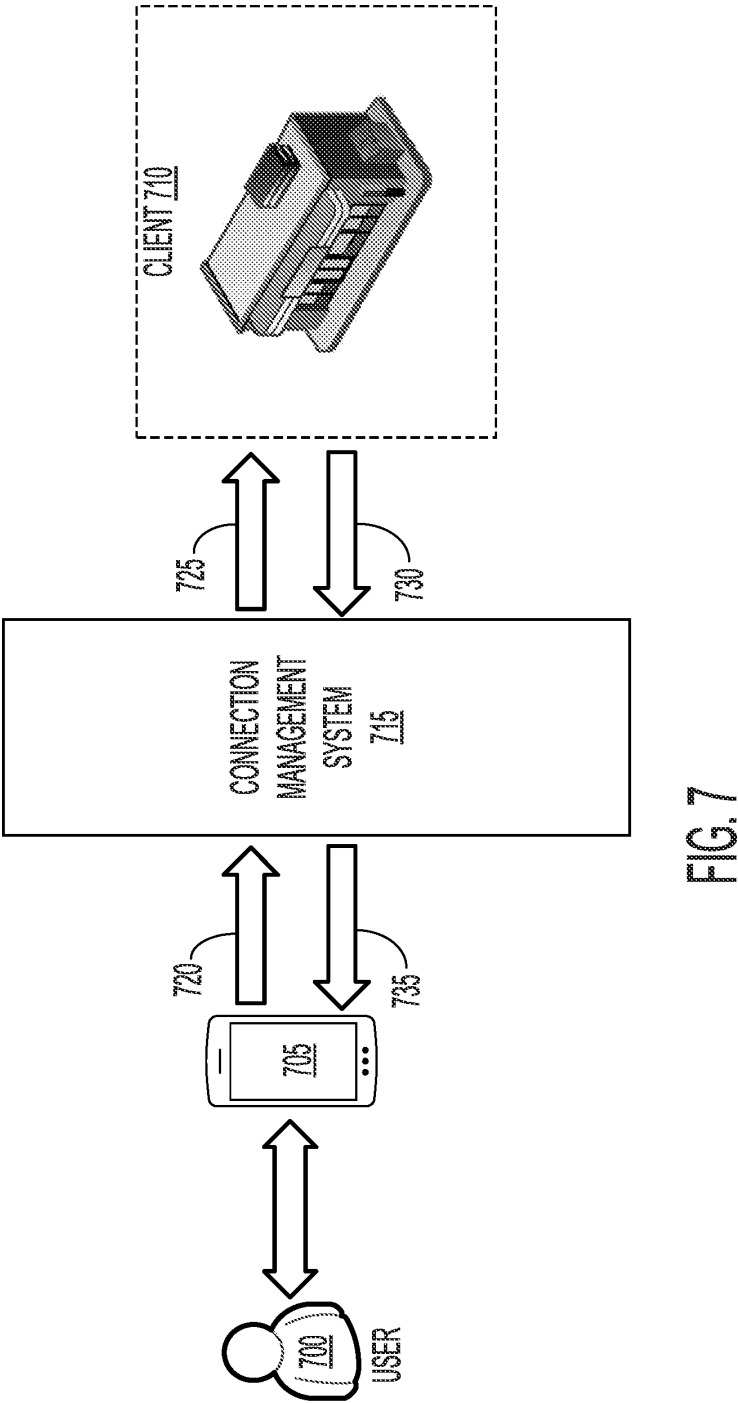


FIG. 6



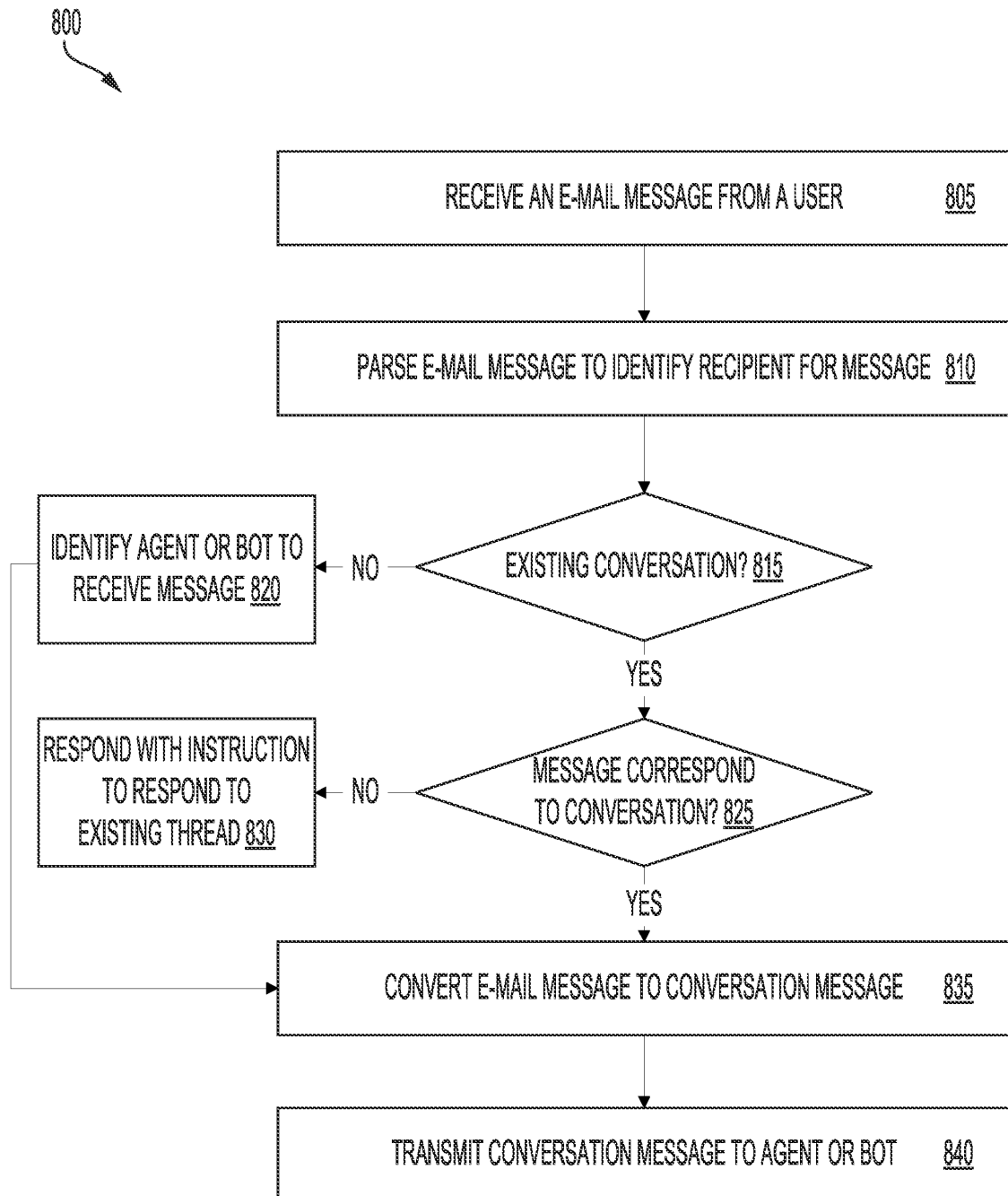


FIG. 8

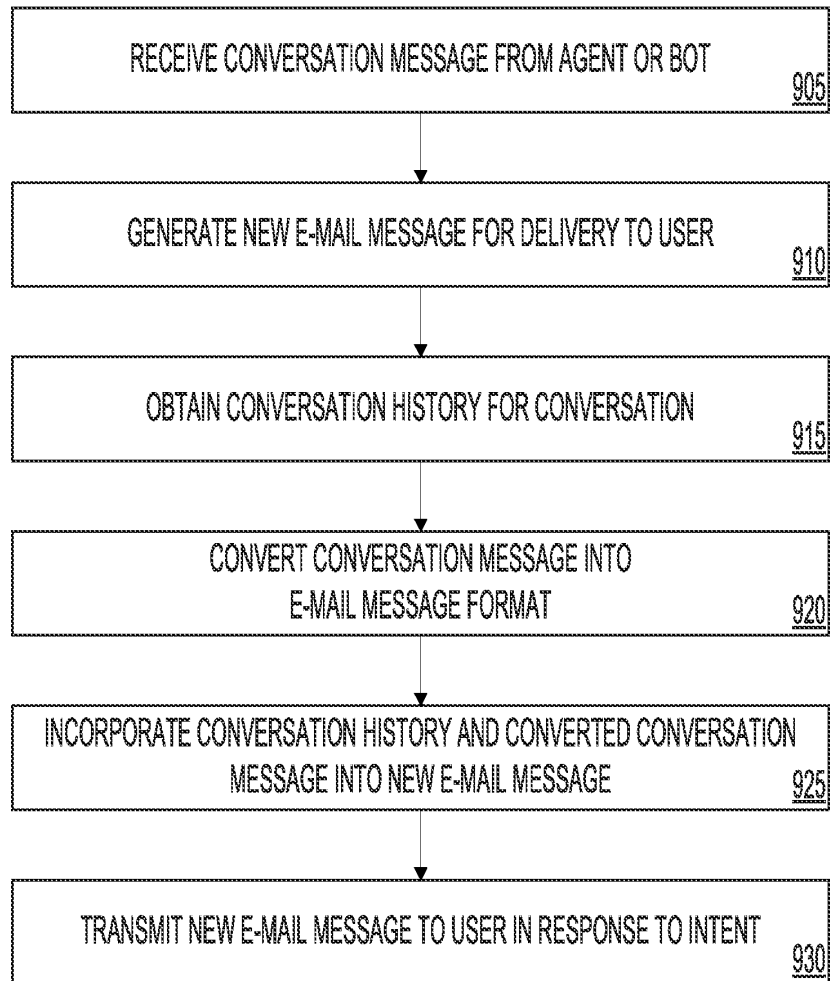
900


FIG. 9

1000

Email Connect

Setup New Email

Email Account

Email Account

e.g. Sales, Customer Support, etc.

Email Address

Enter email address

Username

Same as email address

Password

Enter password

Incoming email

Account Type

IMAP

Incoming Email Server

Enter incoming email server

Port

993

☒ Use SSL to connect (required)

Outgoing email

Account Type

SMTP

Outgoing Email Server

Enter outgoing email server

Port

587

☐ Use SSL to connect

Test Connection

Cancel

Save

FIG. 10

1100

Assign Skill to Email Address

Assign to skill

Select Skill ▾

Auto-Response Text to Address Multiple Open Conversations

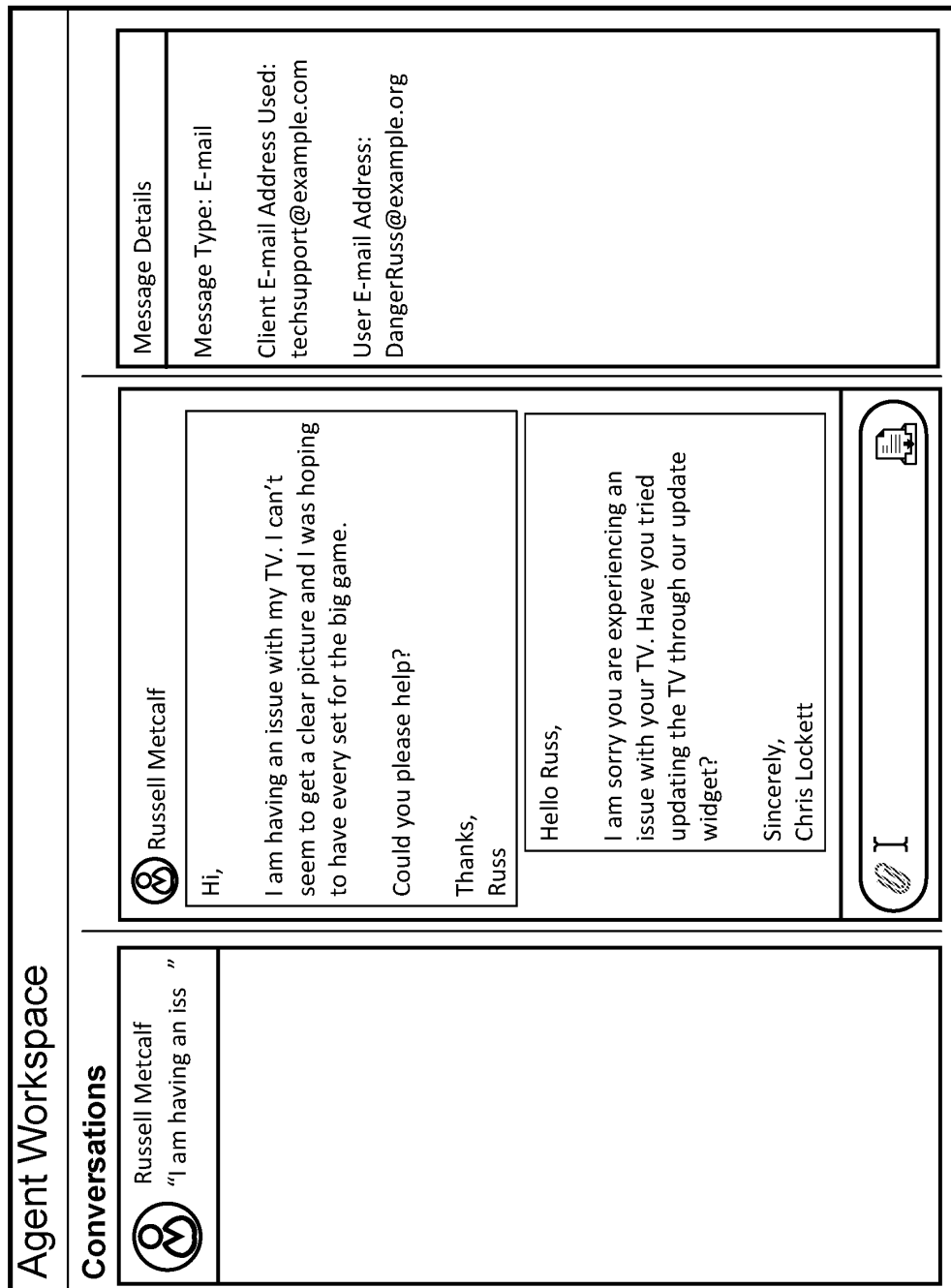
Dear Customer,

Thank you for your email. We see that you already have an email conversation open with us from a previous request.

Please, open that email, select "Reply All" and send your new request in that same email. This will allow us to address your questions more quickly.

Thank you.

FIG. 11



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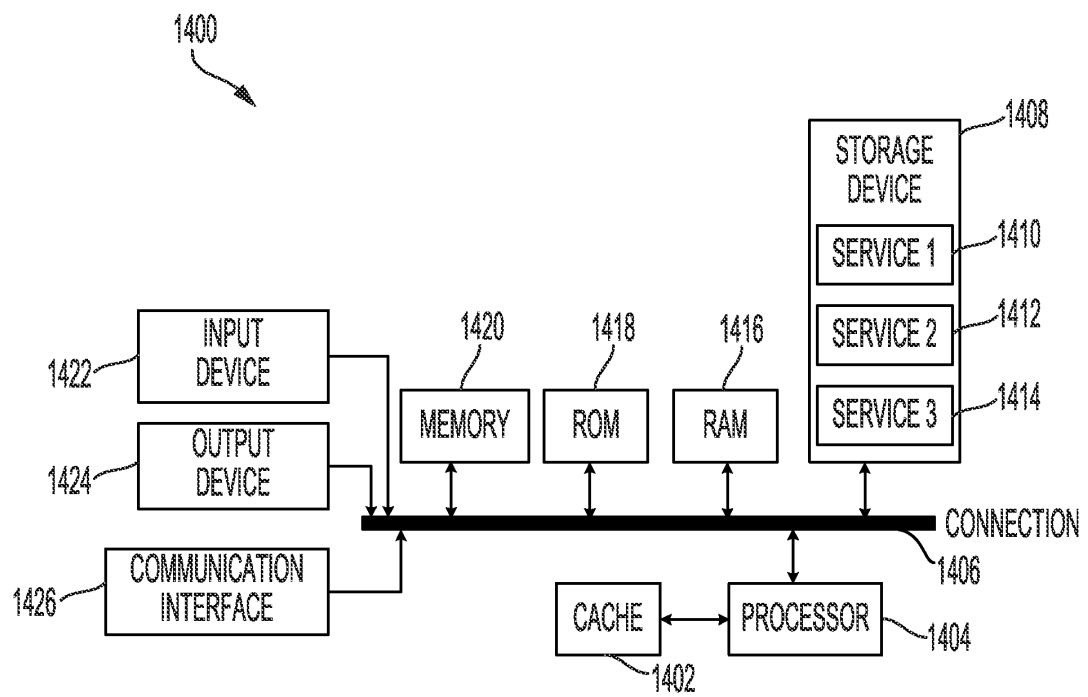


FIG. 14