

### **FAB Analysis of eTraq**

<b>Features</b>	<b>Advantages</b>	<b>Benefits</b>
eTraq keeps account of incoming and replied mails.	It keeps track of incoming and replied/unreplied mails.	This feature helps company track unanswered mails and avoid risk of losing customer by not responding to their mails.
eTraq is totally server based solution There is no need to install any components on client.	Only need to install eTraq on server and all client can access their part via Web Browsers.	Avoids licencing fees on client side.
eTraq can be installed with any mail server.	Works with existing mail infrastructure.	There is no need to learn any new tools
Response time can be specified for customers.	Tailor to the needs of customers.	This will allow to set maximum time to reply a query/problem from customer which will enable service time bound contracts.
Mass e-Mail marketing templates	eTraq provides a variety of templates for launching mass marketing campaign.	It standardises and eases creation of Newsletters, Promotions, Announcements, Press release and other mass communicative information distributed to customers.
Hierarchy of inter department can be specified.	eTraq allows to specify the hierarchy of levels under particular department.	This enables proper work distribution.
Allows to specify reply time, if the person is not replying the email will go to one level up	Etraq allows to specify the reply time. If the person does not answer the particular mail in time the email will be send one level up.	This allows us to enable time bound services and if reply is not given in time the mails can get escalated to a level above.
Breaks traditional feature of forwarding mail.	It breaks the traditional mail system in which the owner of email can decide if he wants to forward the mail to some one or not.	This allows to keep a watch on communication between employees and customers.

Built in database system.	No need not to purchase seperate database.	A database also allows one to query the email and create custom queries.
<b>Support</b>		
Free Telephonic Support	We offer free Telephonic support to all our customers.	Experienced & professional approach to solve problems in the most efficient way
Free E-Mail Support	For prompt response you can always mail us at support@mwti.net	Experienced & professional approach to solve problems in the most efficient way
Free 24x7Chat Support	We have created escanchat@mwti.net, escanchat@hotmail.com, escanchat@yahoo.com to cater the customer needs over the CHAT medium	Experienced & professional approach to solve problems in the most efficient way

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**For more details, visit**

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