

Microsoft OWA enhancements increase Frontline Worker engagement



Microsoft OWA Desktop software helps workers stay connected to customers

OWA Desktop gives employees complete control over their OWA sessions without needing to open a browser window. Microsoft enhancements such as real-time email and meeting alerts ensure frontline agents never miss an important communication or meeting, while single-click access allows them to compose emails, set appointments and create tasks effortlessly.



Microsoft ActiveSend for OWA software increases worker productivity

ActiveSend gives OWA users the ability to send emails and attachments (such as PDF, JPG and Microsoft Office files), directly from their Windows workstations. ActiveSend makes it possible to send emails from within applications and working documents which makes workers very happy by reducing the extra steps required to manually connect to OWA and attach saved files.



Microsoft Software reduces the costs associated with IT support

The unique combination of OWA Desktop and ActiveSend creates considerable cost savings associated with Microsoft Outlook, bandwidth, technical support and worker training.



Deploying OWA in our customer service department helped reduce licensing costs, but the lack of notifications in Outlook on the web meant time-sensitive emails were getting overlooked. With OWA Desktop our agents receive an alert for every new message, ensuring we never miss important customer communications.

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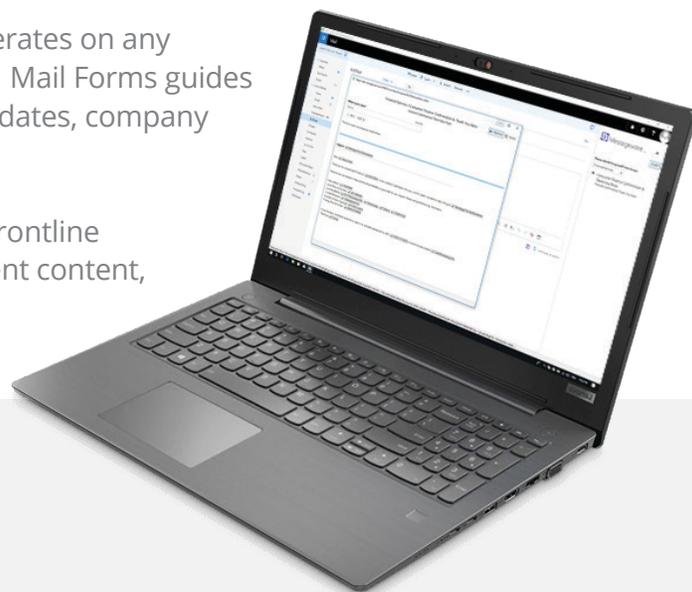


MessageWare Mail Forms to create high impact customer emails

Mail Forms empowers an organization's customer-facing staff to send more powerful and effective emails, with minimal effort. With Mail Forms you can easily create a standardized library of professional email messages to ensure the highest quality of communications with your customers.

As a Microsoft Office Add-in it is simple to deploy and operates on any device running Outlook, Outlook Mobile or Outlook Web. Mail Forms guides your users to add information, such as customer names, dates, company references and attached files.

Using Mail Forms, your organization can ensure all your frontline workers can easily send professional emails with consistent content, customized for your unique business.



MessageWare Delivers Commercial Microsoft Add-Ins and Development Services

MessageWare is a Microsoft Gold ISV partner and an Award-winning developer of Outlook Web productivity/security solutions and Office Add-ins. MessageWare has the track-record and experience to build email solutions to upgrade the features & functionality of Outlook, Outlook Web, & Outlook Mobile for both Office 365 and Exchange.

MessageWare builds both commercial and custom Add-Ins that extend all versions of Outlook providing a seamless experience on desktop, web, tablet and mobile devices. Many clients have chosen MessageWare to develop Add-ins to remediate legacy applications as part of their migration to Office 365.

MessageWare creates Add-Ins that empower users with third-party integrations; Assist users to complete tasks quickly and efficiently; and Improve the Outlook experience and empower productivity.