

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 directly from their Windows workstations such as PDFs, JPGs and Microsoft Office files. 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 by improving workforce productivity. It also lowers the costs associated with Microsoft Outlook licensing, bandwidth allocation (as emails are no longer cached locally), 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.

Messageware OWA enhancements increase Frontline Worker engagement

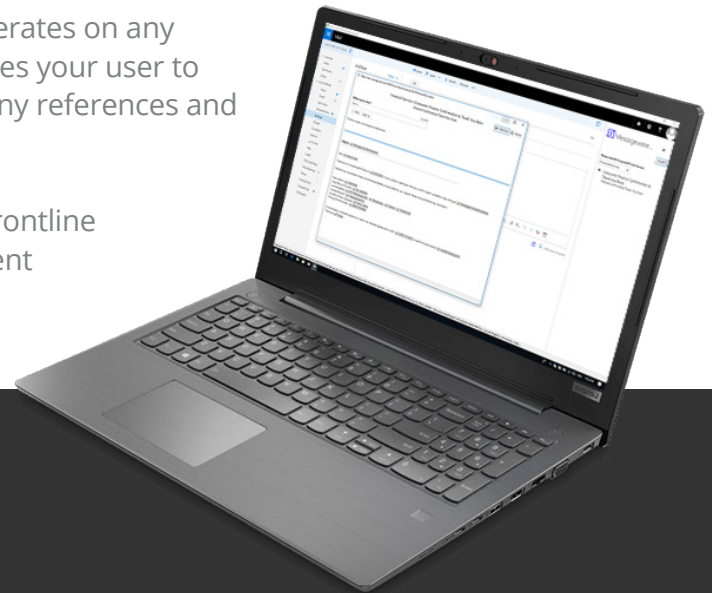


Messageware MailForms to create high impact customer emails

MailForms empowers an organization's customer-facing staff to send more powerful and effective emails, with minimal effort. With Mailforms 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 or Outlook Web. MailForms guides your user to add information, such as customer names, dates, company references and attached files to truly personalize every email.

Using MailForms, your organization can ensure all your frontline workers can easily send professional emails with consistent content, customized for your individual clients.



Boost Productivity with Messageware Add-ins and Add-in 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 1) Empower users with third-party integrations; 2) Assist users to complete tasks quickly and efficiently; and 3) Improve the Outlook experience and empower productivity.