



service centre **five**

...a host of benefits across the whole board

learn more @ [www.tesseract.co.uk](http://www.tesseract.co.uk)

tesseract  
**sales**

tesseract - sales



*supplying service solutions  
for over 20 years*

## Email Service

**This flexible and powerful emailing device from Tesseract automates the sending and receiving of emails from Service Centre. Any event that takes place in Service Centre can trigger in an email.**

Information can be sent via email to any other email account for any type of activity on your service centre database, see examples below but are not limited to:

- **When Calls are logged**
- **When Calls are closed**
- **When Parts have been shipped**

Not only can the system send emails it can also receive emails with or without attachments. The benefits of being able to send emails to the email service are, but not limited to:

- **Automatically Log Calls**
- **Call Updates via call notes**
- **Closing Calls**

The information required which generates the emails are controlled via database triggers, these triggers are fully customisable to your requirements.

When the email service is installed all that is required is validated email address and details of your email server.

**For more information please contact Tesseract Support on:**

**UK Tel:** 0844 4820226

**US Tel:** 703 437 4230

**Int. Tel:** +44 (0)1494 477469

**email:** [support@tesseract.co.uk](mailto:support@tesseract.co.uk)

**US email:** [support@tesseractusa.com](mailto:support@tesseractusa.com)

### European Office

1 Newmans Row,  
Lincoln Road,  
High Wycombe,  
Buckinghamshire  
HP12 3RE UK

**sales**  
+44(0) 1494 465066

**support**  
0844 4820226

**facsimile**  
+44(0) 1494 464756

**email**  
[sales@tesseract.co.uk](mailto:sales@tesseract.co.uk)

**web**  
[www.tesseract.co.uk](http://www.tesseract.co.uk)

### North American Office

11150 Sunset Hills Road,  
Suite 304,  
Reston, VA 20190 USA

**sales / service**  
+1 800 747 6882  
+1 703 437 4230

**facsimile**  
+1 703 437 9028

**email**  
[sales@tesseractUSA.com](mailto:sales@tesseractUSA.com)

**web**  
[www.tesseractUSA.com](http://www.tesseractUSA.com)



tesseract   
*supplying service solutions  
for over 20 years*

[www.tesseract.co.uk](http://www.tesseract.co.uk)