



IOTAP launches Email to Case addon for Microsoft CRM, a case generation tool to automatically transform Emails to Cases

Email to Case Premium enables Dynamics CRM users to auto create cases from emails by auto populating the fields from email body

RESTON, VIRGINIA, USA, September 24, 2013 /EINPresswire.com/ -- IOTAP, a global technology and services partner for Microsoft announced the launch of a new add-on for Dynamics CRM called 'Email to Case Premium' that enables automatic generation of support cases in CRM from emails.

Email to Case Premium add-on for Microsoft Dynamics CRM allows companies that provide email based support to automatically create cases in CRM and route them to the appropriate support representatives. Once you install Email to Case Premium, a case is created in CRM and linked to the relevant customer automatically. It provides auto-response features with new case and support details based on the email template configured. Email To Case Add-on improves productivity by saving manual efforts, and also improves the service experience with quicker response time. With Email to Case Premium add-on you can,

- Manage customer issues in an efficient and reliable manner
- Increase Agent productivity
- Increase ROI by reducing number of clicks per response
- Prevent Email spam in your case list
- Provide better customer service
- Have improved and consistent support process

"The add-on for Dynamics CRM is a great way to boost productivity and demonstrate professionalism through an enhanced customer service experience" says Mr. Ismail Nalwala, Vice President, Sales & Marketing, IOTAP. Email To Case Premium add-on instantly allows Microsoft CRM users to implement email based services or support requests without burdening service representatives with additional data entry."

About IOTAP:

www.iotap.com

IOTAP provides IT Consulting and Software Services to enable companies to effectively Connect, Communicate and Collaborate with their internal as well as external customers and peer-groups. IOTAP is a Microsoft Gold Certified partner, and provides full life-cycle solutions for implementation of CRM, Collaboration solutions, Web Content Management Systems and Custom Application Development projects. IOTAP has helped customers across the globe to create engaging user experience through SharePoint 2010 platform. The company provides services and consulting for technologies like SharePoint, Dynamics CRM, and Office 365. We have offices in Washington DC

(US), Milton Keynes (UK), Muscat (Oman), Mumbai (India) and Chennai (India) and provide on-site as well as offshore support globally. For more information, please visit www.iotap.com or write to us at marketing@iotap.com.

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