EMAIL PROCESSOR

MS Outlook

Objective

Create a utility to reallocate order emails to job queues and to annotate emails, set categories and perform processes after completion of the task.

Additional Requirements

Design the solution with a longer term view of automating the queue allocation task.

Result

The first stage solution enables the user to allocate the email to a queue and set the finish deadline, moving the email to the allocated queue with 2 clicks.

The longer term solution will utilise the Queue allocation data built up to gradually increase the percentage of orders that are allocated by the system, not requiring human intervention.

The final processing steps presents the user with a checklist and validates the order number entered before copying the email to a customer folder and moving the original to a 'completed' folder.

Solution Overview

The solution utilises the MS Outlook VBA environment to present the user with a dialog form. The selection of a cut-off time and the queue amends the subject line, sets the category of the email and moves the email into the queue selected. The user can process multiple emails in succession clearing the mailbox before shutting the utility down.

Final processing of emails allows the entry of information on actions completed and outstanding, a completion checklist and entry of the order number. The email category is changed to represent the completed status and all entered information is added to the email body to record the history. Automatic user identifiers and time stamps are inserted and the user selects the destination folder for storing a copy of the email before the original is moved to a subfolder.