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Inbox Management Info-Gathering

[First impressions]

1. What does your client's inbox look like?
2. Do they subscribe to newsletters and sales?
3. Do they treat their work inbox like their personal inbox?
4. Do they read all of their emails or are there numerous unread messages?
5. Do they save all of their emails or do they archive old messages?
6. Do they already have a filing system in place?

[Questions for your client]

1. What's your typical email workflow?
2. What time do you start and stop checking your inbox?
3. How often do you check your inbox?
4. Do you also read and send messages on your phone?
5. What's working well for you?
6. What's not working well?
7. What are your struggles?
8. What problems do you hope I can solve for you?
9. What does your perfect inbox look like?
10. Do you want me to respond to emails on your behalf?
11. Are you comfortable with me creating a system of files and filters for you?
12. How do you feel about deleting all emails that are older than 6 months, one year, or two years old?