

# DataTrack Email Receiver

Plugin for the DataTrack Server 2005

## Introduction

DataTrack Email Receiver is a plugin for the DataTrack Server that enables requesters and end users to submit work orders via a simple, free-form email. Requesters simply send an email to a specified address, and DataTrack Email Receiver automatically converts the email into a work order.

In effect, DataTrack Email Receiver converts support emails by inserting the subject, body, sender, and any attachments into a new work order, and then assigns a new work order number to that request.

By automating this process, the DataTrack Email Receiver plugin improves productivity, while saving time and valuable resources, and may altogether take over the task of an employee.

## Benefits

- Allows end users and requesters to submit work orders via a simple, free-form email.
- Converts emails into work orders – pulls out the summary, description, requester information, any attachments, and assigns a new work order number.
- Integrates easily with the DataTrack Web Client – once a support request is emailed, its status is visible via the Web Client.
- Monitors any number of POP or IMAP email accounts on a regular basis, saving time, and freeing administrators and technicians.
- Includes exclusion rules, so that emails with a certain subject, body, or sender will be ignored.

What's more, DataTrack Email Receiver is an easily-downloadable plugin for the DataTrack Server. Setup and installation are a breeze, and once you have it installed, it's ready to go.