



VERSION 22

RELEASE NOTES

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1. Introduction

1.1 Document Purpose

The purpose of this document is to outline the changes being introduced as part of XgenPlus Version 22. All attempts have been made in using mostly business terminology and business language while describing the releases in this document.

1.2 Intended Audience

The main intended audiences for this document are the business users and end users of the proposed system. Since the changes are documented here in Technology-independent manner, the users of the system should be able to comprehend the requirements fairly easily from this document. Please note that this document is not intended as a training module.

1.3 Project Background

XGenPlus is one of the most powerful and feature-rich email solutions among its contemporaries. XgenPlus team has always attempted to introduce new and better features to XgenPlus so as to help its users to increase their productivity in an effective and efficient manner.

2. What's New?

XGenPlus has been equipped with many more features that will help users to utilize this product in a much more efficient and effective manner. New and friendly User Interface (UI) combined with powerful functional features is sure to surprise users and increase their productivity to many folds.

2.1 New Features

Following new features have been added to XgenPlus as part of Version 22:

Domain level features:

- Organization-wide signatures
- User Details

User level features:

- Email Tagging
- Email Notes
- Email Color
- Email Sharing

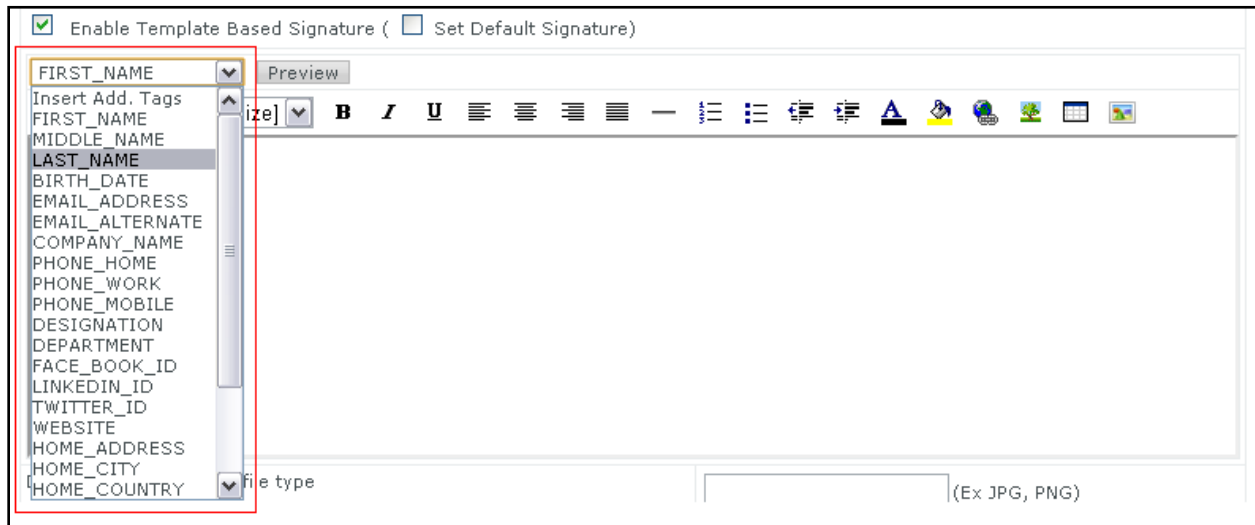
3. Domain level Features

Features introduced on domain level have been described below in detail:

3.1 Organization-wide Signatures

Server Administrator can now set signatures for each domain selectively. These signatures will help you set up organization-wide signatures/ control signatures throughout the domain. This feature gives you the required power to control the entire look and feel of the signature. A consistent organization-wide email signature design helps establish and reinforce your brand identity and is a key marketing message.

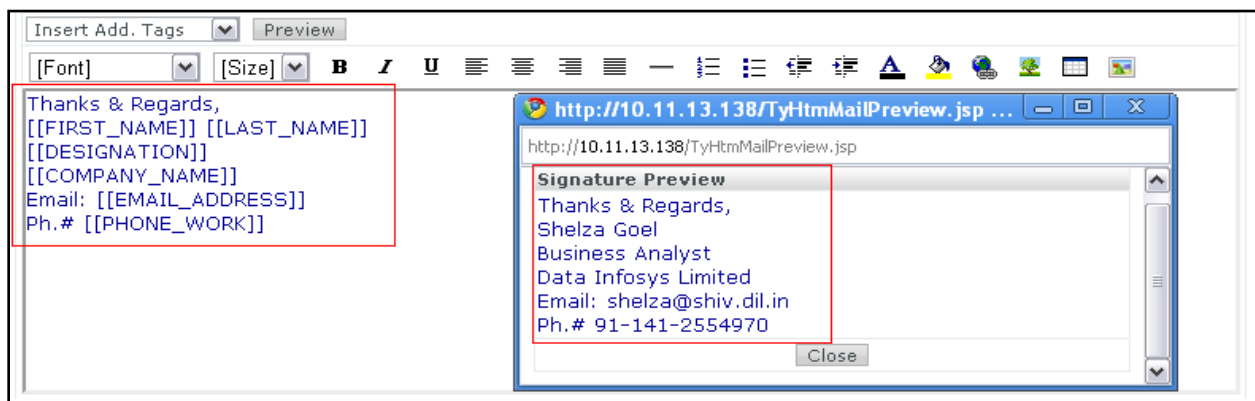
Server Admin can create different signatures for each domain. Click on the domain name-> options and create signatures for the selected domain. Pre-defined tags have been added to allow server administrator to define the signatures from the tags as shown in the screenshot below:



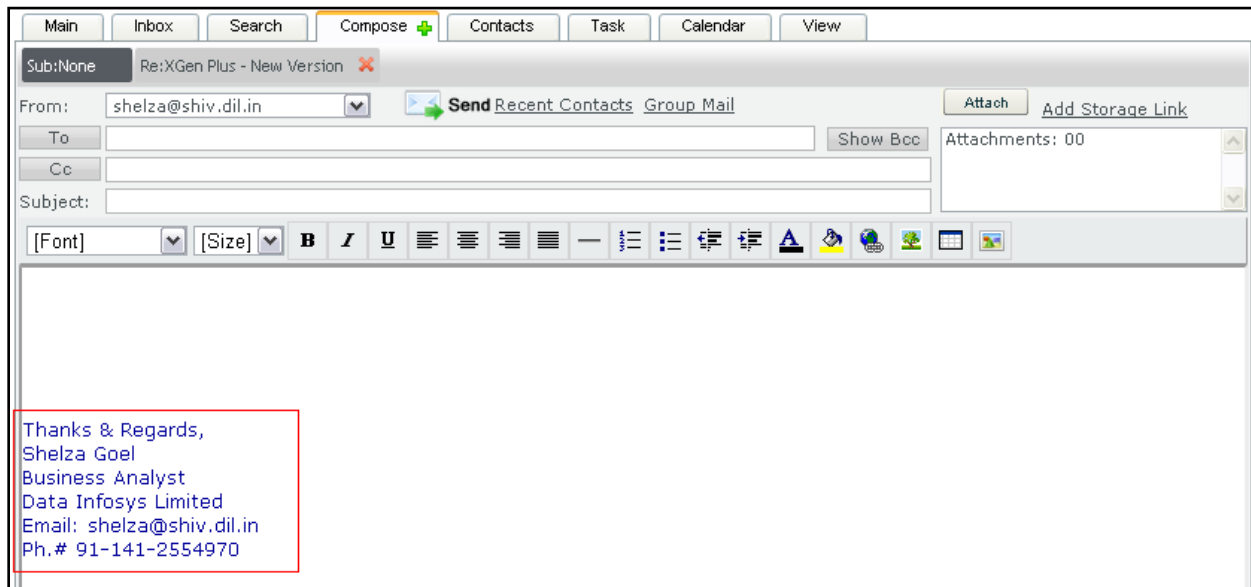
Also, the font of the signatures can be set by selecting font and font size.



Once set, the content of the signatures can be viewed along with the signature preview as shown below:

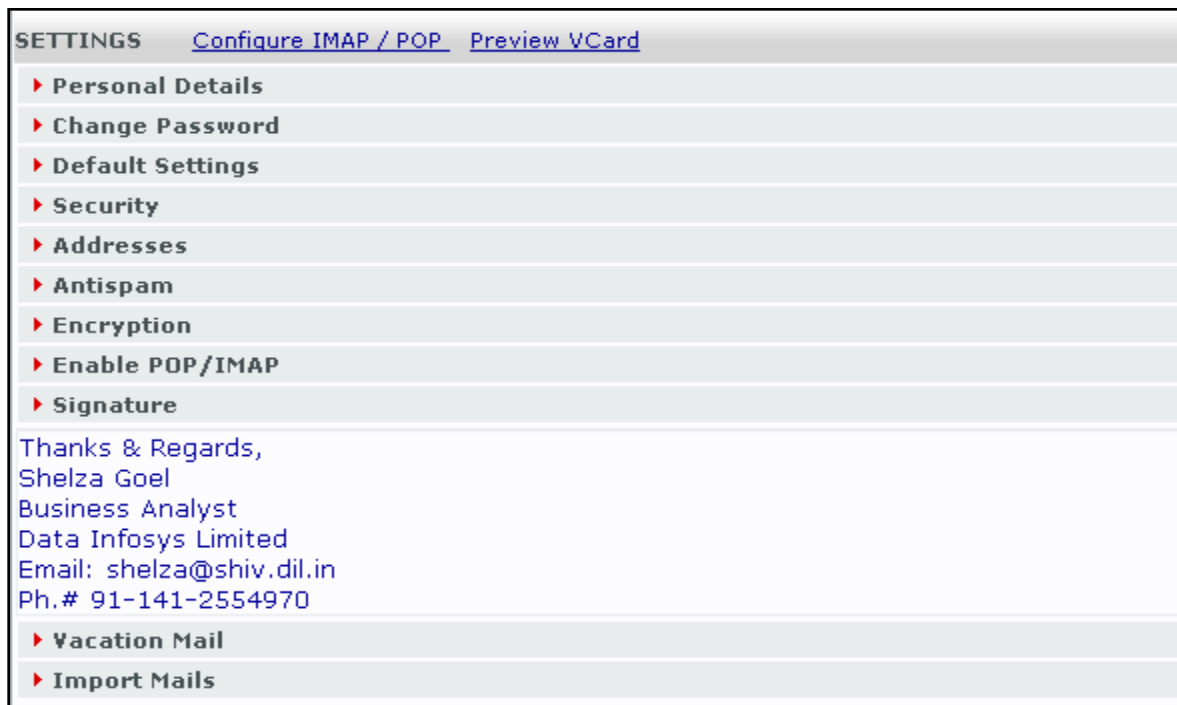


These signatures will be automatically sent in all the new, replied and forwarded emails as shown in the screenshot below:



Domain administrators can also set the signatures for their domains, or select the default signatures set by Server admin. Domain admin can force these signatures to all the domain users by forcing the update for all existing users as well and can also set the signatures only for a few selected users.

Once the signature has been selected for users, they will not be able to modify it from their settings as shown in the screenshot below:



Benefits of Organization-wide Signatures:

- 1) By reminding the recipient of your organization, job title, phone number and website, organization-wide email signature quickly establishes your identity and provides helpful context
- 2) Organization-wide email signature serves as an "electronic business card" or a tiny online advertisement that lets you reinforce a marketing message

Scenario: If your organization has 30 employees, each of whom sends 15 emails daily outside the organization, then (assuming 250 business days) that's 112,500 business cards or ads distributed annually, at no cost. If you have 100 employees, that's 375,000 cards or ads annually.

3.2 User's Details

User profile page has been re-designed to add user's work and home. The fields that have been added new in the profile have been given below below:

Area	New Fields
Work	Company, Address, City, State, Country, Pin code, Phone, Fax, Department, Designation, Website, Photograph, Facebook Id, LinkedIn Id, Twitter Id
Home	Address, City, State, Country, Pin code, Resident Phone

The screenshot for the same has been shown below:

The screenshot shows a user profile form with two main sections: 'Work' and 'Home'. Each section contains several input fields for personal and professional information. At the bottom of the form, there are three buttons: 'Save', 'Reset', and 'Delete'.

Work			
Address	Station Road, Durgapura	Company	Data Infosys Limited
City	Jaipur	Country	India
State	Rajasthan		
Phone	91-141-2554970	Pin Code	302018
Fax		Department	Software
Facebook ID		Designation	Business Analyst
Linkedin ID		Photograph	Upload a file
Twitter ID		Website	http://datainfosys.net/
Home			
Address		City	jaipur
State	Rajasthan	Country	India
Pin Code	302021	Resident Phone	

Benefits of User Details:

- 1) Capturing user details on Domain level helps maintain user data in an organized manner
- 2) Captured User Details also help create user's organization-wide signature

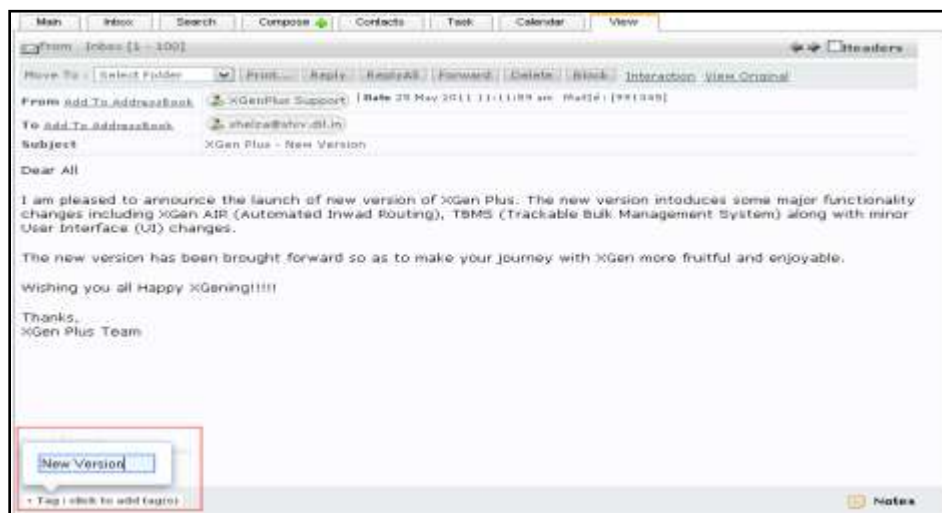
4. User level Features

Features introduced on user-level have been described below in detail:

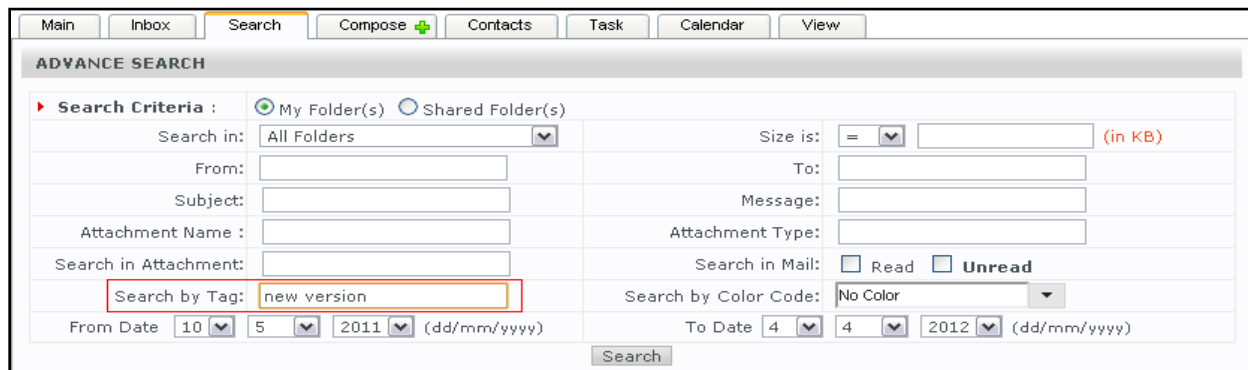
4.1 Email Tagging

Now you can add tags to your emails. Tagging of emails provides you superior alternative to complex folders and sub-folders. All you have to do is tag your emails with keywords that will allow it to be found easily. Tagging helps keep your team on the same page.

Tags can be added by clicking on '+Tag' link given on the bottom left corner of the email as shown in the screenshot below:



Tagging will help you search the tagged email from the number of emails in your mailbox; screenshot for the same is shown below:



Benefits of Email Tagging:

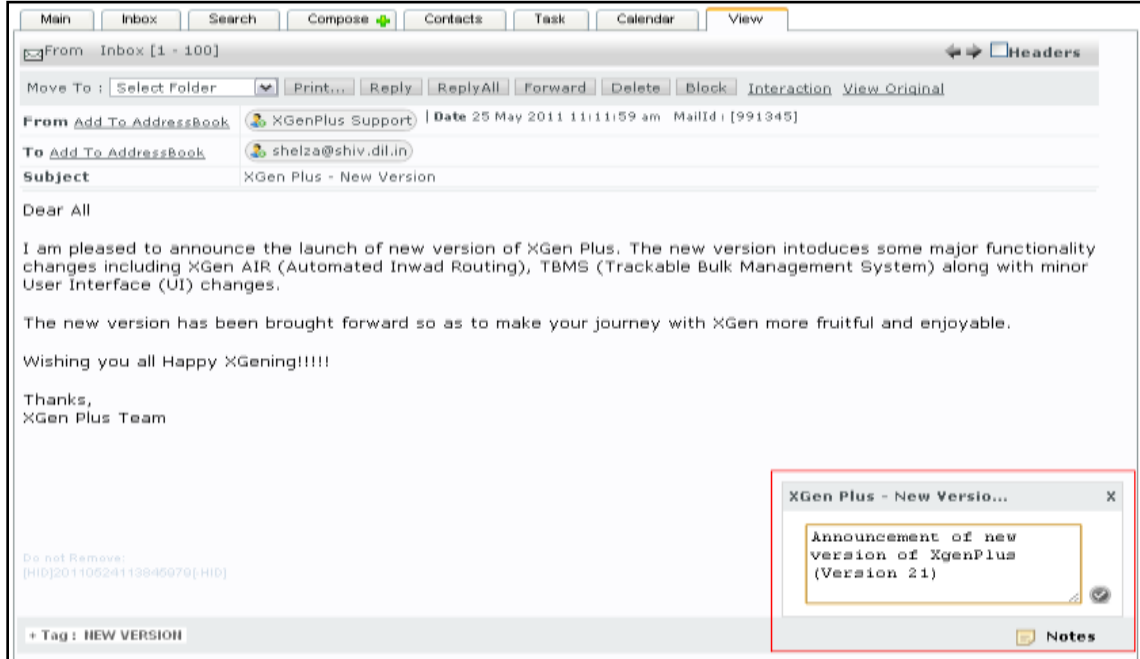
- 1) Email Tagging allows better management of emails
- 2) Email Tagging allows easy search of emails

Scenario: You need to search for a particular email on an urgent basis from your inbox. You do not remember the exact timings or the subject of the email. In this case, you may take some time to get to the actual email. But if the same email is tagged with appropriate tags, your filter results will be much more specific and you will be able to search the email in a much lesser time.

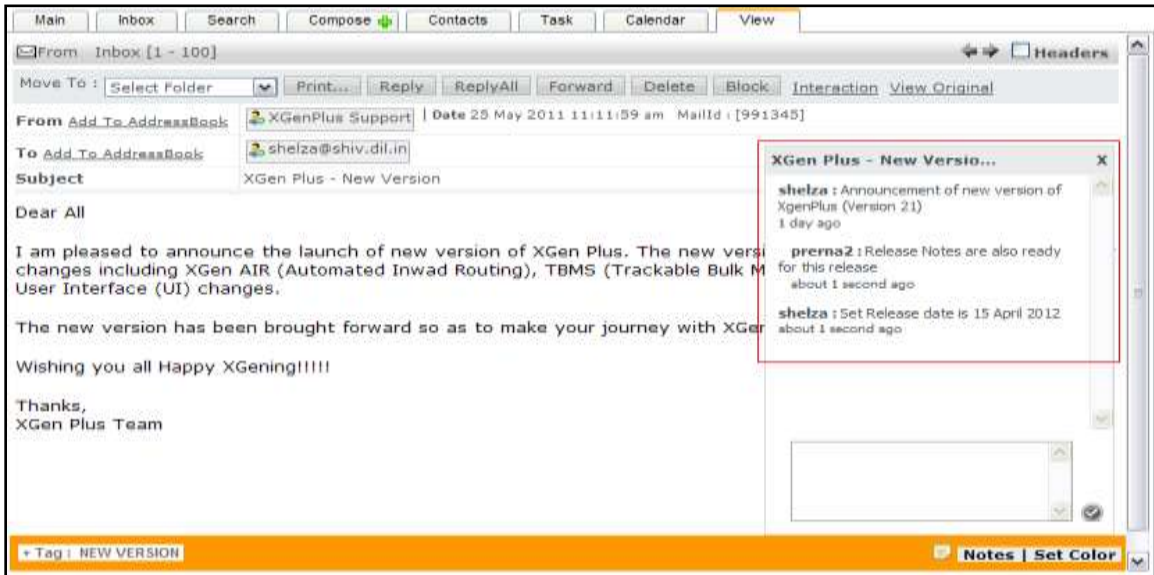
4.2 Email Notes

Now users can also add notes to their emails. The benefit of adding notes is that the notes added on shared emails will also be visible to others. Not just this, others can also add notes to your emails. Thus, internal email flow can be easily reduced by even 50% through notes.

Notes can be added by clicking on 'Notes' link present on the right bottom side of the email as shown in the screenshot below:



Notes added by others will also be visible in the same Notes window as shown in the screenshot below:



Benefits of Email Notes:

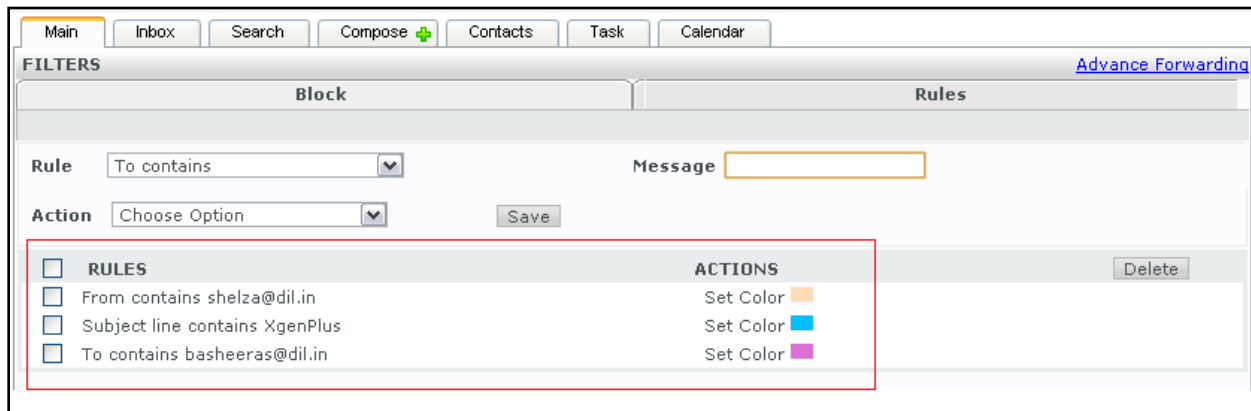
- 1) Email Notes allows you to add notes to emails which are visible to all users across the domain
- 2) Email Notes reduce internal mail flow between users

Scenario: You are the team lead for Support Team. You have got an email on Support email Id about which you have some information to help resolve the issue. Instead of forwarding the email again to the support agent with the information, just add the information to the notes of the email. Support Agent will be automatically able to view the notes added by you.

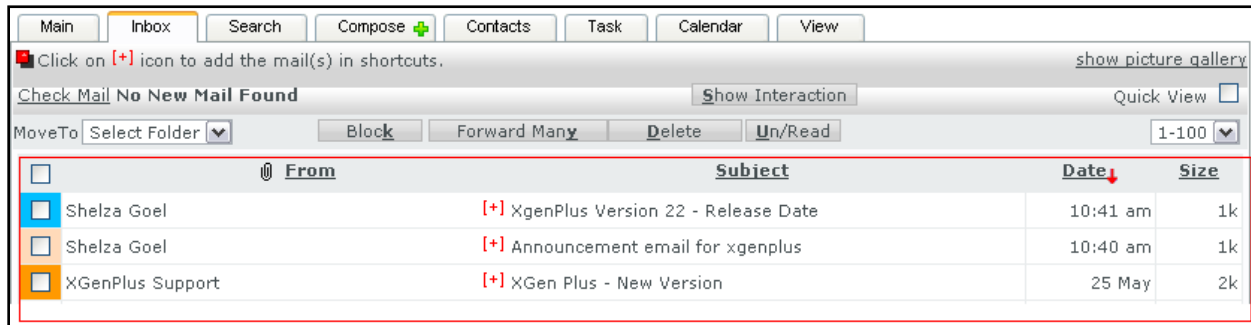
4.3 Email Color

Now users can also set different colors for different emails based on 'From-id', 'To-id' or 'Subject'. Email color not only helps differentiate the emails present in the inbox but also help you search a particular email on the basis of color code. Email coloring also helps you organize your inbox in a much better way.

Colors can be set from 'Filters' tab as shown in the screenshot below:



Emails can be differentiated in inbox on the basis of set colors as shown in the screenshot below:



You can also search the emails on the basis of color as shown in the screenshot below:

Benefits of Email Color:

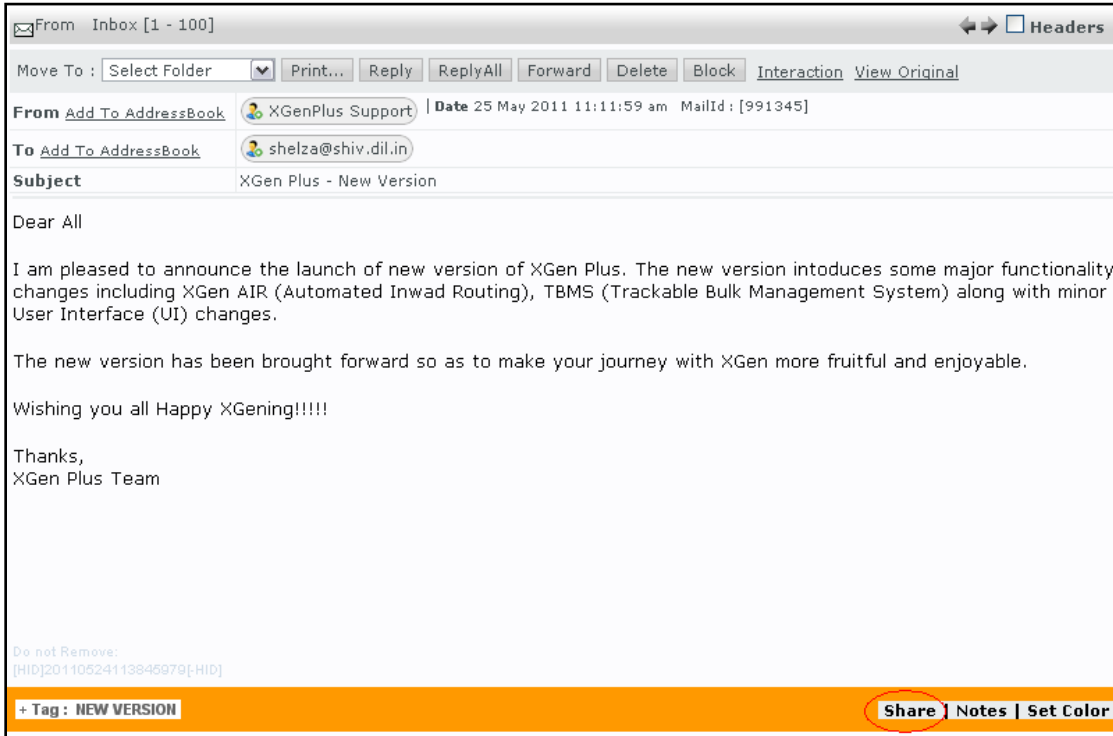
- 1) Email Color allows better organization of emails in your Inbox
- 2) Email Color allows you to differentiate between emails. E.g.: differentiate between the messages sent by spouse/boss/important clients

Scenario: You are a Project Manager with a team of 25 people working under you. You are copied in almost every email received/sent for your project, thus add almost 100 emails every hour to your inbox. In such a case, you may not be able to track the important emails and require action from you. But if you have set the color for all emails with 'To' as your email Id, then you will be able to track the actionable emails very easily in your inbox.

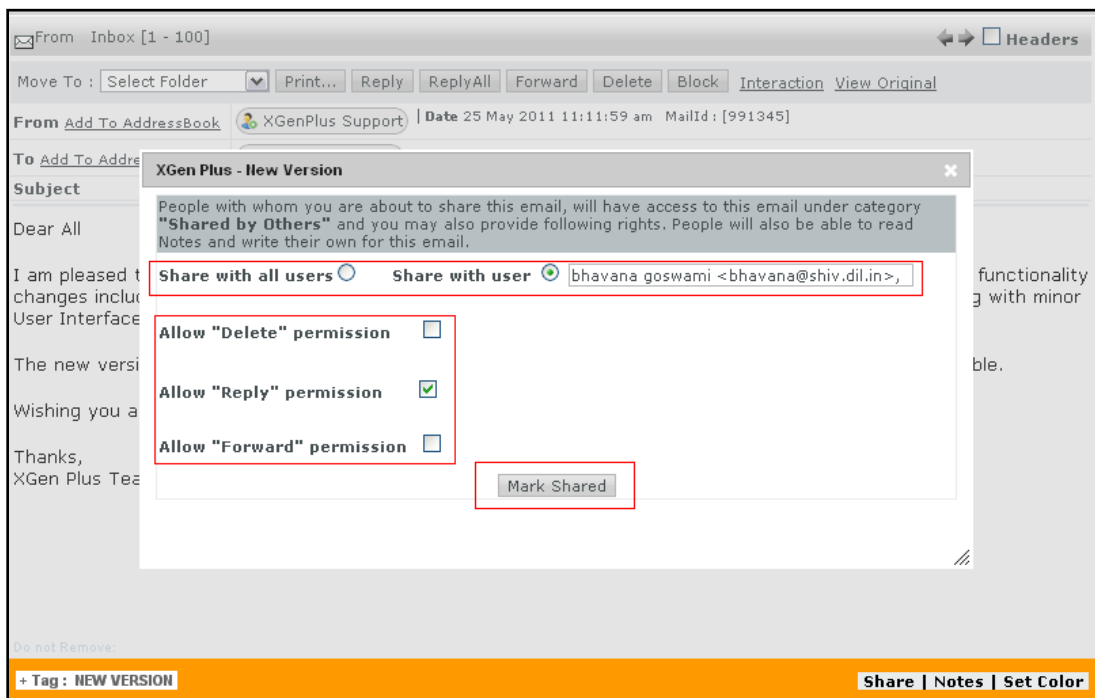
4.4 Email Sharing

Now you can share your email with single/multiple users or with all the users of the domain at one go. Email sharing reduces your internal domain traffic. Instead of sharing the whole folder, it allows you to share single email with other users. Not just this, you can also control the Delete/Reply/Forward rights for the shared email.

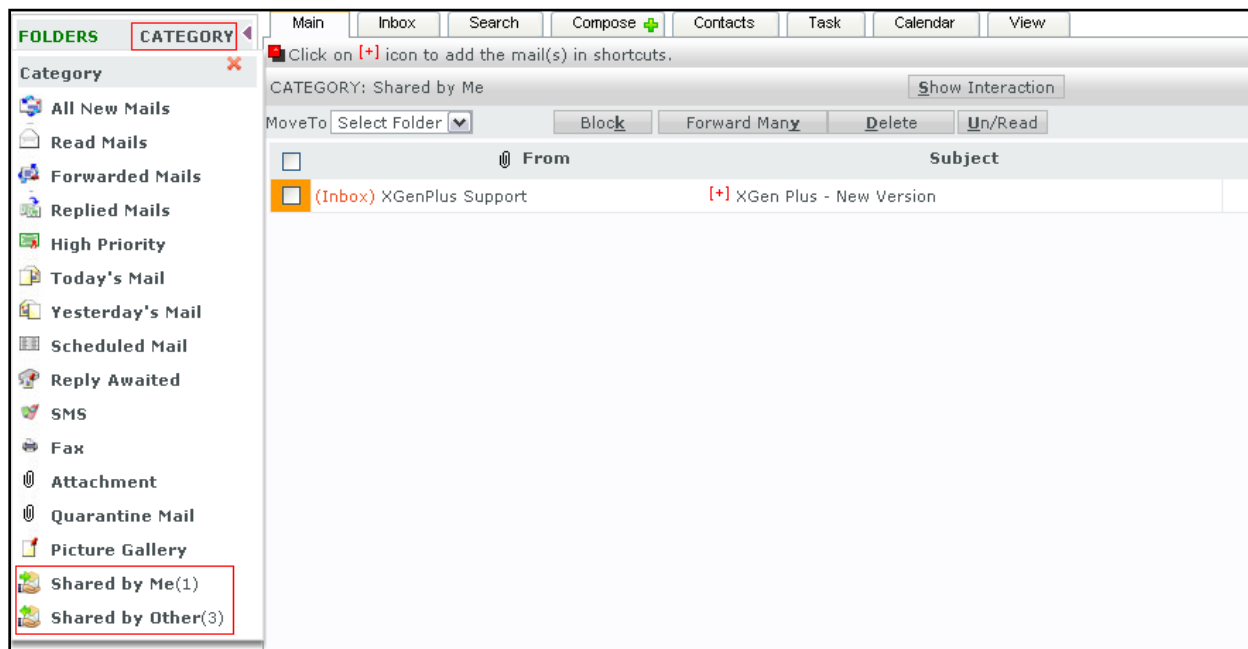
Emails can be shared by clicking on 'Share' link appearing on the right bottom side of the email as shown in the screenshot below:



Once you click on 'Share', a new window will open which will allow you to share email with all or selected users. It will also allow you to set the Delete/Reply/Forward permissions for the shared emails as shown in the screenshot below:



Shared emails (the ones shared by you and the ones shared with you) can be viewed through 'Shared by Me' and 'Shared by Other' categories as shown in the screenshot below:



Benefits of Email Sharing:

- 1) *Email Sharing reduces your internal email flow to a large extent.*
- 2) *Email Sharing reduces the space utilization of your and others' mailbox.*
- 3) *Email Sharing allows proper distribution of emails (and work) among the team.*

***Scenario:** You are Support Team Manager with 10 people working under you. You get a support request in your mailbox which you need to forward to the concerned support agent. Instead of forwarding the email, you can simply share the email with the concerned person and get the status update for the same from added email notes.*

5. Dropped features

None

6. Known Issues, Limitations & Restrictions

None