TaiRox Memo

TaiRox Communications & Sage Email Logs

Summary:
Sage 300 2027 has an email log that has some limitations in terms of what is stored and what can be searched. TaiRox Collections creates complete communications that are easily filtered and searched. For the sake of completeness, entries are also made in the Sage email log.

Compare:

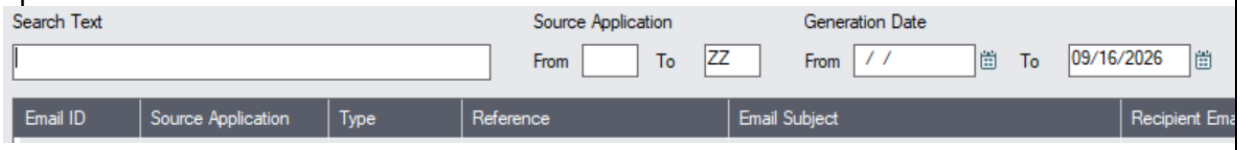
Sage 300 2027's email log has 50-character fields to store To, Cc and Bcc values. (Sage 300 will send emails to multiple contacts).

String	50	0	Recipient Email Address
String	50	0	Carbon Copy Email Address
String	50	0	Blind Carbon Copy Address

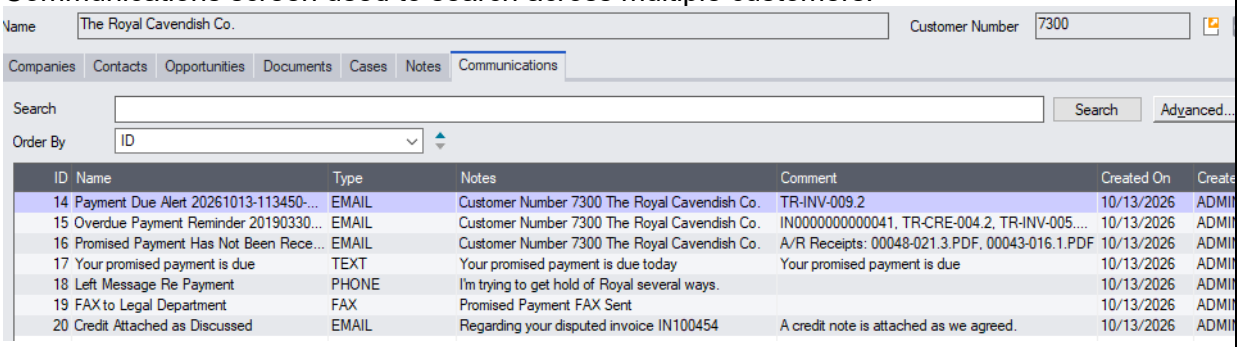
TaiRox Collections sends emails with as many recipients as allowed by an email service. A typical limit is a total of 500 for To, Cc and Bcc values. All 500 will be recorded in the EML file created by Collections.

Compare:

Sage 300 2027's email log can be reviewed on screen with limited filtering and sorting options.



TaiRox Collections has sorting options and uses SmartFinders to search like an internet search engine. There is a Communications tab on the Companies screen as well as a general Communications screen used to search across multiple customers.



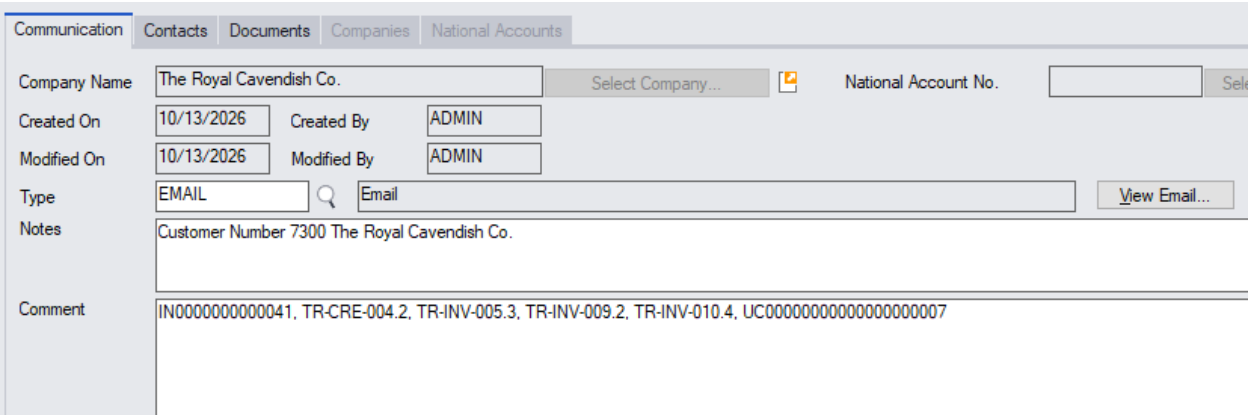
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Compare:

Sage 300 2027 logs email communications.
TaiRox Collections logs every type of communication, viewable in one place. Users can create communications when they make a phone call or send a text message.

Name	Type
Payment Due Alert 20261013-113450-...	EMAIL
Overdue Payment Reminder 20190330...	EMAIL
Promised Payment Has Not Been Rece...	EMAIL
Your promised payment is due	TEXT
Left Message Re Payment	PHONE
FAX to Legal Department	FAX
Credit Attached as Discussed	EMAIL

More About TaiRox Collections Communications:



- Users can add short notes and extensive comments to a communication.
- Users can drill-down to multiple contacts associated with the communication.
- Like all collection entities, communications have a change log.
- Users can press View Email and see an exact copy of the email as it was sent without sifting through email folders. The exact copy is an EML file (technically, sending an email is equivalent to sending an EML file to a mail server).