TIDEWELL

Price and setup are tailored to your business and agreed on the call.



# Email Assistant

Your inbox and official documents: sorting, reply drafts and permit applications for you to approve.

For owners who want their inbox under control, and help drafting official documents such as permit applications.

**See the full specification**

## What we do

- ✓ Sorts and labels your inbox several times a day, with no limit on emails
- ✓ Flags urgent emails so you see them first
- ✓ Drafts replies in your tone
- ✓ Drafts documents for you, such as applications, complaints, reports and supporting letters
- ✓ Follows up on threads that have gone quiet
- ✓ End of day summary

## Not included

- Sending emails without your approval, unless we agree rules for specific types
- Legal advice, or submitting applications without your approval
- Legal, HR or contract decisions

## What we need from you

- ✓ Gmail or Outlook, with delegated access. No password needed from you: you grant us delegated access in your Google or Microsoft settings, and you can remove it any time.

- Answer our short branding questionnaire (your brand, tone of voice) so we write like you
- A list of priority contacts and topics
- Your preferred way to approve drafts

## By package

| | |
|---|---|
| **Customer service from us** | Monday to Friday, 08:00 to 16:00 |
| **Starter** | Inbox sorted 2 times a day, and replies drafted in your tone |
| **Full Assistant** | Inbox sorted 3 times a day, and replies drafted in your tone |
| **Complete Back Office** | Inbox sorted 3 times a day, and replies drafted in your tone |

## In your monthly report

- Emails handled and drafts prepared
- Official documents drafted
- Open threads and follow ups
- New templates and labels set up