

Give your customer-facing teams complete visibility into email response times, SLA compliance, and inbox health — in real time.

100%

Business-hours aware SLA tracking

2

Email providers: Microsoft 365 & Gmail

Real-time

Live dashboard & alert engine

AI

AI-assisted inbox prioritisation

THE PROBLEM

Customer emails go unanswered for hours. **SLA breaches go unnoticed** until it is too late. Managers have no single view of team response performance across shared mailboxes.

inboxIQ eliminates this blind spot by connecting directly to your email provider and surfacing the metrics that matter — without changing how your team works.

BROWSER & OUTLOOK EXTENSION

- **Live countdown timers**
SLA countdown displayed directly inside Gmail and Outlook.
- **Priority inbox overlay**
At-risk emails surfaced at the top of the inbox automatically.
- **In-inbox performance metrics**
Response time stats visible without leaving the email client.
- **Zero-friction deployment**
Deployed via Microsoft 365 Admin Center or Chrome Web Store — no end-user setup required.

INTEGRATIONS

- Microsoft 365
- Microsoft Graph API
- Outlook Add-in
- Gmail
- Chrome Extension
- Azure AD / OAuth 2.0
- REST API
- Webhook
- CSV Import

CORE CAPABILITIES

- **Email Analytics Engine**
First-reply time, average response time, volume trends, and conversation thread tracking — all business-hours aware.
- **SLA Compliance Management**
Custom SLA rules per client, client group, or priority level. Automatic breach detection with escalation alerts.
- **Team Performance Dashboards**
Individual and team-level KPIs, leaderboards, drill-down to conversation logs, and scheduled PDF/CSV reports.
- **AI-Powered Inbox Prioritisation**
Automatically surfaces at-risk emails so agents focus on what needs attention first.

ALERTS & REPORTING

- **Real-time SLA breach alerts**
Email and in-app notifications the moment an SLA is at risk or breached.
- **Scheduled reports**
Daily, weekly, or monthly performance digests delivered automatically.
- **Export to PDF, CSV, Excel**
All reports exportable for executive review or compliance audits.
- **Audit trail**
Full change log for all configuration and user actions.

SECURITY & COMPLIANCE

- ✓ Data encrypted in transit (TLS) and at rest
- ✓ OAuth 2.0 — no passwords stored
- ✓ Only email metadata retained; content not persisted
- ✓ Role-based access control (admin, manager, agent)
- ✓ Full audit log for all system actions
- ✓ Business-hours and holiday calendar isolation per site