Product Datasheet

ReplyTrack

TRACK | RESPOND | DELIVER

The missing layer between “Received” and “Responded”

Email Response Management & SLA Tracking Software

By Adit Microsys

Give customer-facing teams visibility into email response times, reply deadlines, and inbox status — in Outlook, in Gmail, and on a web dashboard.

Product summary

ReplyTrack connects to Microsoft 365, Gmail / Google Workspace, or on-premises Microsoft Exchange. It measures how fast your team replies against the deadlines you define — per client, client group, user, team, or site.

Agents keep using Outlook or Gmail. Managers use the dashboard and reports. Email alerts go out when a reply is due soon or overdue.

The problem

Customer-facing teams handle large volumes of email. An inbox shows messages. It does not show response performance.

- Response times vary by person; there is no single view across the team
- SLA definitions exist on paper but are not tracked in the mail system
- Nights, weekends, and holidays distort reports unless working calendars are used
- Leaders often find out from a client follow-up — not from the system

The solution

ReplyTrack is a control layer on top of the mail you already use.

- **Track** — Know what needs a response
- **Prioritize** — Focus on conversations that need attention first
- **Alert** — Email alerts when a deadline is at risk or missed
- **Analyze** — Individual and team performance on the dashboard and in reports
- **Improve** — Use response data to coach and set better targets

How it works

1. **Connect** — Link Microsoft 365, Gmail, or on-premises Exchange. ReplyTrack syncs mail metadata.
2. **Monitor** — Team members see reply deadlines and status in Outlook or the browser. Managers use the web dashboard.
3. **Act** — Email alerts fire when a reply is due soon or overdue. Priority lists show what to handle first.
4. **Improve** — Scheduled PDF reports and on-demand reports go to leaders on a cadence you choose.

Your team manages the conversation. ReplyTrack manages the response timeline.

Core capabilities

Capability	What it does
Email response time tracking	First-reply time, overall response time, time to close, and volume — using business hours and holidays when the SLA is set that way.
SLA & deadline management	Response targets per client, client group, user, team, or site, with a live status: on track, at risk, or breached.
Performance dashboard	Individual and team KPIs, overdue / at-risk lists, and trends. Filter by team, site, or client, and open conversations directly from the dashboard.
Priority inbox	Ranks emails by urgency and deadline risk, with separate at-risk and breached lists. Optional AI can close emails that do not need a reply.
Alerts	Email alerts when a reply is at risk or overdue, sent to the recipients you choose. Alert history kept in the app.
Reports	On-demand reports exportable to PDF, with Excel available for SLA reporting. Scheduled reports emailed automatically (daily, weekly, or monthly). Team leaderboard on individual reports.
Email assignment	Manually assign or reassign a conversation to a team member. Changes are recorded in the audit trail.
Audit trail	Administrator log of configuration, assignment, and other recorded actions.
Outlook add-in & Chrome extension	Outlook: task pane with timers, metrics, and priority lists. Chrome: inbox countdown timers and a metrics widget in Gmail and Outlook on the web.

Key facts

Three mail connections: Microsoft 365, Gmail, on-premises Exchange	Dashboard plus email alerts	Deadline timers in Outlook and in the Chrome extension

Works inside Outlook and Gmail

Microsoft Outlook users can keep working in Outlook. ReplyTrack adds deadline status, time remaining, and metrics in an add-in pane. A Chrome extension is available for Gmail and Outlook on the web.

- See what is overdue
- See time left on a reply
- Open the full dashboard when you need the bigger picture

Built for growing teams

- **Access control** — Roles: User, Team Lead, Manager, Admin
- **Org structure** — Regions, sites, departments, and teams
- **Working calendars** — Business hours, holidays (including per site), leave, and unavailable time
- **Client rules** — Different response targets for clients and client groups
- **Security** — HTTPS in transit; metadata stored, not email bodies; audit log
- **Deployment** — Windows/IIS, self-hosted or hosted by Adit Microsys

Integrations

Microsoft 365 (Microsoft Graph)
Gmail / Google Workspace (Gmail API)
Microsoft Exchange on-premises (EWS)
Microsoft Outlook add-in
Chrome browser extension

Before / After

Without ReplyTrack	With ReplyTrack
“Did we reply?” — hard to say for sure	**Matching threads have a visible status and deadline**
Clients follow up before you notice	**Email alerts when a reply is due soon or overdue**
Spreadsheets and gut feel	**One dashboard across teams and sites**
Manual SLA tracking	**Deadlines from the SLA rules you configure**

Who it is for

- **Customer support** — See waiting, at-risk, and overdue customer email
- **Service desks** — Visible queues for technical and internal requests
- **Sales teams** — See unanswered mail to leads and accounts

Data & Privacy

- Metadata is stored: sender, subject, timestamps, identifiers, folder flags, thread status
- Email body content is not stored in the database
- Optional AI may read content in memory only, to classify whether a reply is needed
- Role-based access; audit log; HTTPS in transit

Full details: Privacy Policy on ReplyTrack.in

Security & compliance

- HTTPS / TLS in transit
- Role-based access control
- Audit trail for configuration and assignment changes
- Adit Microsys certified to ISO 27001:2022 and ISO 9001:2015

Deployment

Deploy on a Windows/IIS server, or talk to Adit Microsys about hosting.

ReplyTrack is a product of Adit Microsys Pvt. Ltd.

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Ready to bring visibility to your team’s inbox?

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