



**"ReplyManager had every feature we were looking for! It's an all in one solution that integrates very well with eBay."**

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Case Study for Blair Technology Group

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## **1. What made you select ReplyManager to manage your emails?**

I was using Microsoft Outlook to manage roughly 400 emails per day relating to eBay. This was a major task and I desperately needed a better system. I did plenty of research and unlike the others, ReplyManager had every feature I was looking for. It's an all in one solution that integrates very well with eBay. The tools inside ReplyManager took me from 400 emails per day to about 75. That's a big savings in manpower.

## **2. How has ReplyManager helped your business?**

ReplyManager was the only full solution I found that integrates with eBay. The pricing was also very attractive considering the savings in manpower it brought.

## **3. How has the Ask The Seller integration with eBay impacted your experience with ReplyManager?**

It's been fantastic. In the past, when a customer would send us an email through eBay, we would send two emails back. One through the customers email address and one through eBay just to make sure that he received it and we had a record of what our conversation was. ReplyManager keeps a thread of your entire conversation even when going through eBay.

**4. Have you been satisfied with ReplyManager's reliability and support?**

I've only used Microsoft Outlook to manage my email. There's no comparison.

**5. How does ReplyManager compare to similar applications you have used?**

The support has been amazing. I get a live person every single time and they always have the right answer. I've thrown a few tough requests at them and they always come through for me.

**6. Any other comments you feel other customers should know?**

ReplyManager will save your company a considerable amount of time and keep your customers in constant communication.