



WHITE PAPER

EFFICIENTLY

MANAGING SHARED INBOXES WITH WITH LEANMAIL

A TIME-SAVING APPROACH

By Michael Hoffman, CEO, LeanMail

Introduction

LeanMail's Shared Inbox solution offers a comprehensive approach to managing shared email inboxes, enabling teams to work more efficiently and effectively. With features like the Responsibility column, Next action column, due date column, ABC customer column, and filtering options, teams can prioritize and manage their emails with ease. The Responsibility column ensures that team members take action on specific emails, while the Next action column helps to assign tasks and keep everyone on track. The due date column provides a clear timeline for addressing emails, and the ABC customer column helps to prioritize emails from important clients. Additionally, the filtering options enable team members to quickly sort through emails and focus on the most important ones. With LeanMail's Shared Inbox solution, teams can save up to 70% of the time they spend managing their shared inbox, leading to increased productivity and improved communication.

Shared Inbox Elements

The Responsibility column allows team members to add their initials to each email, indicating who is responsible for that particular email. This feature helps to eliminate confusion about who is supposed to take action on a specific email, reducing the chances of important emails being overlooked or ignored.

The Next action column allows team members to assign an action item or task to each email, ensuring that nothing falls through the cracks. This feature helps to ensure that team members stay on top of their workload and that important emails are dealt with promptly.

The due date column provides a clear timeline for when each email needs to be addressed. This feature helps to prioritize emails and ensure that critical emails are dealt with first.

The ABC customer column allows team members to categorize emails based on the priority of the sender. This feature ensures that important emails from high-priority clients are given the attention they deserve, while emails from lower-priority clients can be dealt with later.

The filtering options provided by the LeanMail Shared Inbox solution allow team members to quickly and easily sort through their emails, based on various criteria such as unassigned emails, assigned emails, emails with their initials only, emails due today, and all emails. This feature helps team members to focus on the most important emails first, and to avoid wasting time on less important emails.

Conclusion

By combining all of these features, LeanMail's Shared Inbox solution can help teams save up to 70% of the time they spend managing their shared inbox. This leads to increased productivity, improved communication, and a better overall experience for everyone involved.



Business Case:

ATEA introduces LeanMail Shared Inbox to their software sales department

ATEA is the leading Nordic and Baltic supplier of IT infrastructure with approximately 6,100 employees and a revenue of more than NOK 22 billion. One of their areas of competence is software and licensing. Their software department receives a lot of inquiries in their mailbox every day. To be able to handle these as effectively as possible Atea implemented LeanMail's Shared Inboxes module, and it turned out to be a great success. A nearly 70% reduction in time spent in the shared inbox was calculated.

Here's what Sales manager **Marlene de Voss** had to say in a recent telephone interview:

Before we implemented LeanMail for Shared Inboxes there was a small amount of chaos going on. People couldn't see who was working on what; they were opening individual mails several times and people were very busy. Having a better overview is what really helped. Now we can see who's working on what, so that we don't have to ask around anymore – and since our team is in several cities, this was very helpful.

ATEA

Michael Hoffman

CEO LeanMail



Michael Hoffman is a renowned executive coach with a track record of working with leaders of Global 500 and Fortune 500 companies. He is also the CEO of LeanMail, a productivity solutions provider for email, meetings, and projects. Michael brings a wealth of experience to his role, having held various management positions, and worked with diverse people and cultures. His entrepreneurship experience stretches over 30 years.

As an executive coach, Michael focuses on providing skills and tools to individuals who are dedicated to achieving personal and professional excellence. He takes a pragmatic approach, emphasizing on work-life balance and a holistic mindset. His book, [*The Power of Coaching and Mentoring - A Human - Machine Collaboration*](#), is a must-read for those interested in exploring the world of coaching and mentoring. Whether you seek personal growth, professional development, or organizational improvement, this concise yet powerful book will undoubtedly inspire and empower you to unlock your full potential through the art of coaching and mentoring.

LeanMail, has partnered with more than 250 organizations, including six Fortune 100 companies, in order to improve their focus on profitability, lower stress, and reduce waste in the realm of internal collaborative communications, including meetings, messaging/email management, policy making, and change management.

In addition, Michael has trained first-year MBA students at IESE through a program called ScaleYOU, which aims to assist students in managing their time effectively, reducing stress, and leading more efficient and effective lives.

Specialties: General management, change management, negotiations, business process design, IT management. Strong leadership and communication skills enabling him to inspire employees, partners, and clients alike.