Why is GEM such a clever product?

GEM is a fully automatic and 'background' way to manage all emails in a 100% consistent way. It is an add-on module to RecFind 6. You can analyse, capture and classify emails without your staff having to do anything.

It interfaces direct with your email server but in a very efficient way so as not to add a processing load to an already busy email server. It does this by deploying two asynchronous processes; the GEM Agent and the GEM Queue Processor.

The Agent is a small discrete process that 'watches' the email server and captures a copy of every incoming and outgoing email from the mailboxes you have nominated to be watched. It then writes these emails to a SQL queue on the RecFind server; that is all it does.

The Queue Processor works in parallel with the Agent and its 'watches' the SQL queue. As soon as an email is written to the queue the Queue Processor analyses it according to the business rules you have set up in the GEM Configuration. It decides whether an email should be captured (i.e., it is a valid business email) or ignored (i.e., a non-business email or a personal email). It deletes emails to be ignored from the queue and it stores emails to be captured in the RecFind 6 relational database again according to the 'Capture' instructions linked to your rule. The capture rules allow you to specify how and where the email is to be stored and classified (i.e., at Knowledgeone Corporation we link all emails to the relevant customer profile because we use RecFind 6 as our CRM) and even what workflow should be initiated.

With GEM you can be 100% confident that no email has been missed and that every email will be handled in an entirely consistent and appropriate way.

You can also use GEM to automatically scan for racism, sexism or any kind of undesirable behaviour and then automatically advise the appropriate manager.

You can also automatically assign security to each captured email so that you control who is able to find and view it.

You can easily and quickly find any email using the powerful search functions of the RecFind 6 client.

The following two links provide examples of how to use GEM.

http://www.knowledgeonecorp.com/products/pdfs/Configuring%20GEM.pdf

http://www.knowledgeonecorp.com/news/pdfs/GEM%20a%20complete%20solution.pdf

What email servers does GEM support?
GEM supports any email server that supports IMAP. This means all common email servers like Exchange, Office365, Gmail, etc.