

Mailbox X v.3.0 Resource Guide

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 [Product comparison between Mailbox X and BounceLinker](#)

What is Mailbox X ?

Mailbox X is not your ordinary bounceback/unsubscribe tool, its a versatile e-mail campaign management tool that allows you to manipulate your e-mail messages in ways you can never achieve within GoldMine or with any other tool.

Who is it for ? Its for users who frequently send out thousands of e-mails and had a need to clean up their GoldMine database from invalid e-mails, unsubscribe e-mails and operations such as record manipulation based on a result set of e-mail addresses.


Registering Mailbox X.

To register Mailbox X, simply select Start | Programs | Mailbox X ...Register Product. Send the Key Code to support@endusersoftware.com to receive the unlock code. Once Mailbox X is registered, the program which originally was an evaluation becomes a full featured application.

Installing Mailbox X

Mailbox X can be installed to your local drive or to a network drive. It is highly recommended however that you install it to a local drive to ensure that Mailbox X will run at optimal speed. Mailbox X caches some files and these cache files are saved in the same directory that Mailbox X is installed. Having Mailbox X installed locally ensures that it can get to these files faster.

How to use Mailbox X - Solutions Through Demonstration.

 Mailbox X can be run unattended once a profile has been saved. By using a task scheduler, you can execute Mailbox X at a specific time of the day and execute specific profile settings. To achieve this you need to use the following syntax : `mailboxx.exe "profile name"`

Take note of the quotes. It is recommended that you always enclose the profile name in quotes. For example, if you have a profile named "Bounceback emails" then execute it using:

```
mailboxx.exe "Bounceback e-mails".
```

Scenario #1 - Handling Bounceback E-mails

You sent out 5000 e-mails and at the end of the week, you received at least 500 e-mails that bounced back. You left them in your Inbox within the E-mail Center as you are not sure how to start handling the bounceback e-mails. How about manually processing the bounced back e-mails ? That procedure could take days and it could already be time for the next batch of e-mail blast and you are not even half way cleaning up the bounceback e-mails. But then one day you saw Mailbox X and decided to put it into action. So how does Mailbox X help you ?

First, you need to identify the various subject line text of the bounced e-mails. Write down those lines, only take note of the common phrase used by those e-mails such as "Undeliverable e-mail" or "Failed To Send". Open one of those bounced back e-mails and look at the body of the e-mail message. Notice that the original recipients e-mail address is in the body of the e-mail message.

Now you are ready. [Click here to see how to proceed with Mailbox X.](#)

Scenario #2 - Handling Unsubscribe E-mails (condition #1)

You sent out 5000 e-mails and at the end of the week, you received at least 500 e-mails that are sent back to you by the recipients wanting to Opt-Out or unsubscribe for your newsletters. The unsubscribe e-mails have specific keywords in the subject line : "Unsubscribe E-mail Address". The e-mail address that will be unsubscribed is located in the "From" field of the e-mail message.

First, you need to take note of the keyword common to all the unsubscribe e-mail, in this case - "Unsubscribe E-mail Address".

Now you are ready. [Click here to see how to proceed with Mailbox X.](#)

Scenario #3 - Handling Unsubscribe E-mails (condition #2)

The scenario is the same as Scenario #2 except for the location of the unsubscribe e-mail address. Your customers would actually go to a website and fill-up a form, typing in their e-mail address and posting it to your website. This is handled by an ASP page where it grabs the e-mail address and sends you an e-mail with the body of the e-mail message containing the unsubscribe e-mail address.

First, you need to take note of the keyword common to all the unsubscribe e-mail, in this case - "Unsubscribe E-mail Address".

Now you are ready. [Click here to see how to proceed with Mailbox X.](#)

Scenario #4 - Handling Unsubscribe E-mails (condition #3)

The scenario is the same as Scenario #2 except that the recipients of your e-mails have to go to click a link within your html e-mail to unsubscribe. This link happens to be pointing to an ASP page where one of the parameters passed to the ASP page is the e-mail address of the recipient. When the user clicks on this link, the ASP page writes the e-mail address to a database. This database contains all the e-mail address of your customers who unsubscribed.

First, you need to export those e-mail addresses into a dBase IV format (only the e-mail address is needed).

Now you are ready. Run Mailbox X and select "Start a new session" then click Next. Select the option "Process records based on existing list of e-mail addresses" then click Next. Browse to the dBase IV file and select the fieldname that contains the e-mails addresses. Clicking Next will make Mailbox X look for matching e-mail addresses in the list and within your database. After it finds the matching e-mail addresses, it is up to you which processing option you use.

Scenario #5 - Updating e-mail merge codes

You have a set of contacts whose e-mail addresses have an e-mail merge code of "RTV". Your company decided to change all the e-mail merge code "RTV" to "DRV" - now how can you achieve with Mailbox X ?

Its very simple, here are the steps:

1. Run the following query within GoldMine :

Select contsupref from contsupp where contact = 'E-mail Address' and mergecodes = 'RTV'

2. After running the query, right click in the list of e-mail addresses and select Output To, select Excel.
3. In Excel make sure that you make the column as wide as possible to ensure that the width of the column is greater than the longest e-mail address.
4. Save it as a dBase IV file.
5. Run Mailbox X and start a new session. Click Next.
6. Select "Process records based on existing list of e-mail addresses" then click Next.

7. Browse to the file that you saved in step #4 and in the drop down list, select the fieldname that contains the e-mail address. Clicking Next will make Mailbox X find the matching e-mail addresses in GoldMine and you can then use the search results to update the e-mail merge code field.

Scenario #6 - Linking e-mails based on the "To" e-mail address field.

You normally send out e-mails through MS Outlook. Now your boss wants you to start using GoldMine as your e-mail client. The problem is that you need to have records of those e-mails that you already sent through Outlook. At this point you feel confident that it can be done since you can drag e-mails from the Outlook Sent box to a GoldMine e-mail center folder. And so you tried but you got stuck since GoldMine linked the e-mail messages based on the e-mail address in the "From" e-mail address field. So you heard about this great product called Mailbox X and wondered how it can help you.

Its very simple, here are the steps:

1. In your e-mail center in GoldMine, create a folder { a primary folder }.
2. Drag the e-mails from your Outlook's sent folder to the new folder.
3. Run Mailbox X and start a new session.
4. Select Option to process records based on e-mails retrieved in GoldMine..
5. Select "To" e-mail address field.
6. Select option "All contact records".
7. Select option "All dates" and make sure to select your username since you are the user that was logged in when the e-mails were dragged from Outlook's send folder to GoldMine.
8. Click Next and click on the button named "Any Word". Click Next to proceed.

More scenarios to come !