Overview of Qargo Email Intelligence

This article gives an overview of the new Qargo Email Intelligence feature. What is it, and what are the benefits for a business?

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In the fast-paced world of transportation, communication is critical; as a business grows, so does its inbox! The sheer volume of email makes it all too easy to lose or overlook critical information on an order.

Qargo Email Intelligence is a new feature designed to streamline email communications in the logistics industry. It integrates email communication with the transportation management system (TMS) and automatically links and saves transport-related emails. This makes email correspondence accessible to the entire team and eliminates lost or scattered messages.

Once the Qargo extension is added to the email client, users can link emails to specific orders. Any subsequent incoming and outgoing communication is then consolidated against that order. No more hunting through the inbox to find critical information!

Key features and benefits

- Easy to configure in Qargo, with an Outlook extension that allows users to link their own emails directly to orders.
- Supports multiple types of mailbox configurations:
  - Individual mailboxes
  - Shared mailboxes
  - Distribution lists
- Emails sent from the user's own mailbox allow for more personal communication with customers.
  - Once the mailbox is linked, the system automatically detects it when completing email tasks and sends the emails from that mailbox instead of the no-reply@qargo.com email address.
- Aims to reduce operational errors caused by miscommunication.
  - Users can create new orders without entering data manually, which increases efficiency and reduces the risk of data entry errors.
  - New, unlinked orders appear under the Actions section in the Qargo pane. This gives the user visibility of new tasks to act on and allows for seamless order creation in the TMS.
- Enhances collaboration, drives efficiency, and ensures continuity in operations.
  - On any linked order, email correspondence (both incoming and outgoing) is automatically consolidated to the order.
  - Users can open the order in Qargo directly from the linked email, allowing for quick and accurate updates.

Note: This feature is **not** available with Gmail email addresses. As of January 2025, Google is making changes that may impact existing email connections. More information is available here.

Next steps:

Configure Email Intelligence in Qargo.
Configuring tasks in Qargo.
Installing the Qargo extension.
Creating and linking an order from an email.