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# e-mailmanagement for Members

**the Dutch experience**





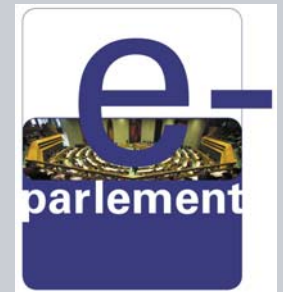
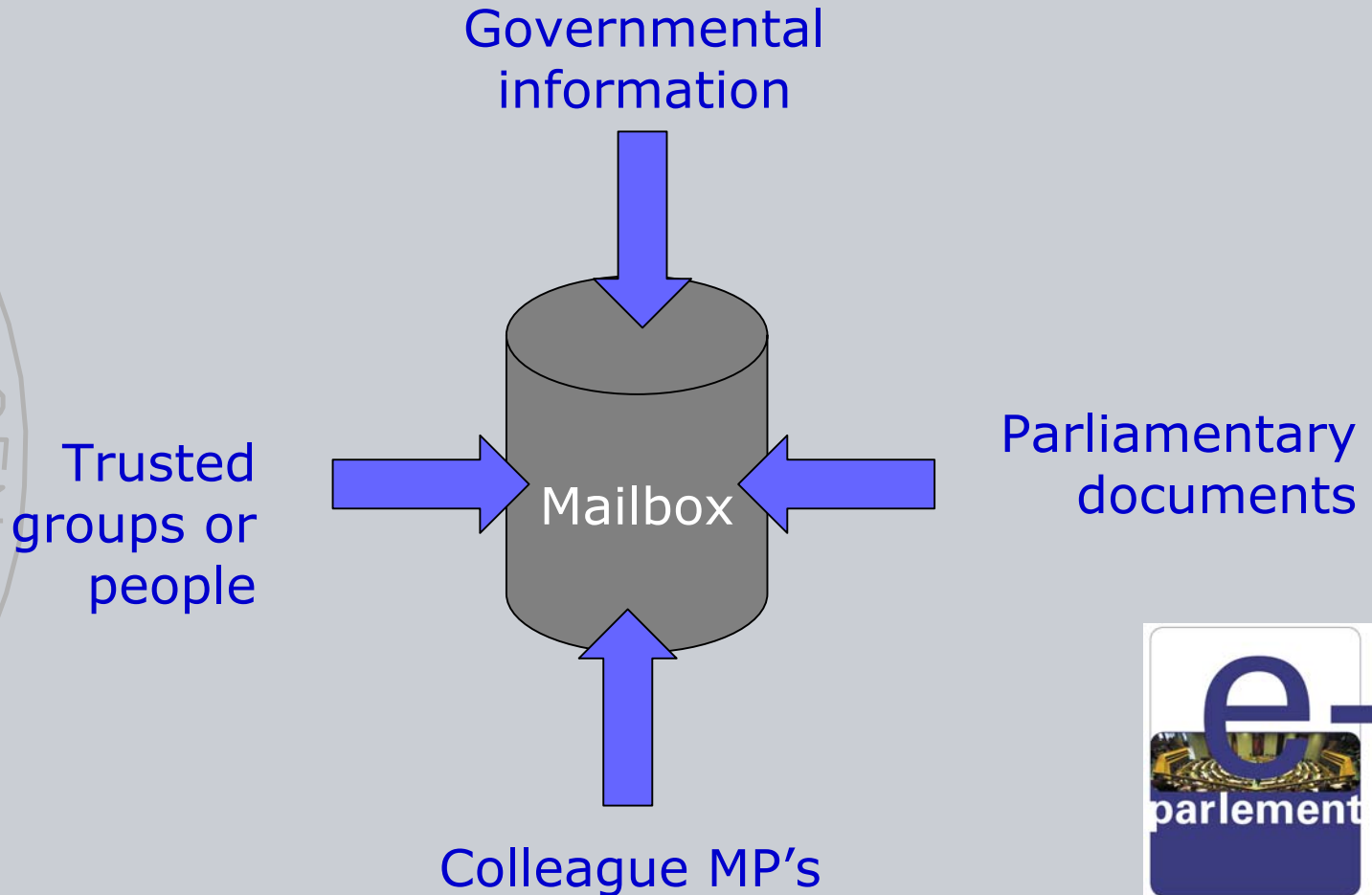
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# e-mail overload

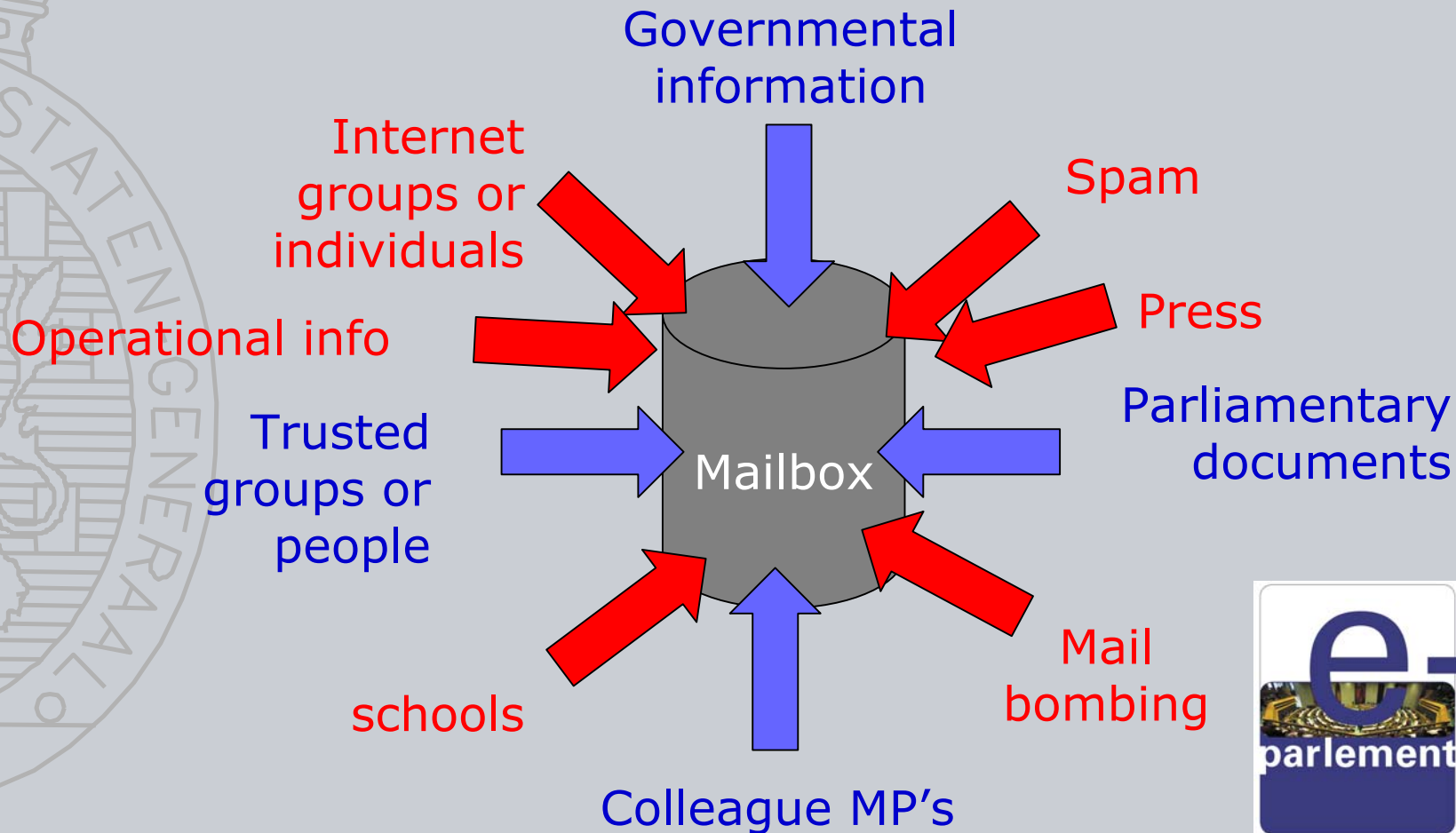
## a solution



# Acceptable mails



# And: "not" Acceptable mails



# Consequences

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**Data overload**



# Overload means:

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- **Lot of work (time)**
- **Risk to miss crucial information**
- **Impossible to answer anything**
- **High costs (personal staff)**
- **Difficult to have a corporate statement**
- **Risk of a negative public image**  
(they don't answer my mail!!!)



# EPRI Berlin 2003

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**Parliaments have to support MP's with the huge amounts of email by:**

- **Eliminating unwelcome (!?) messages**
- **Structuring and selecting incoming mails**



# EPRI Berlin 2003

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## Condition:

**The sender expects an  
immediate and personal  
answer**



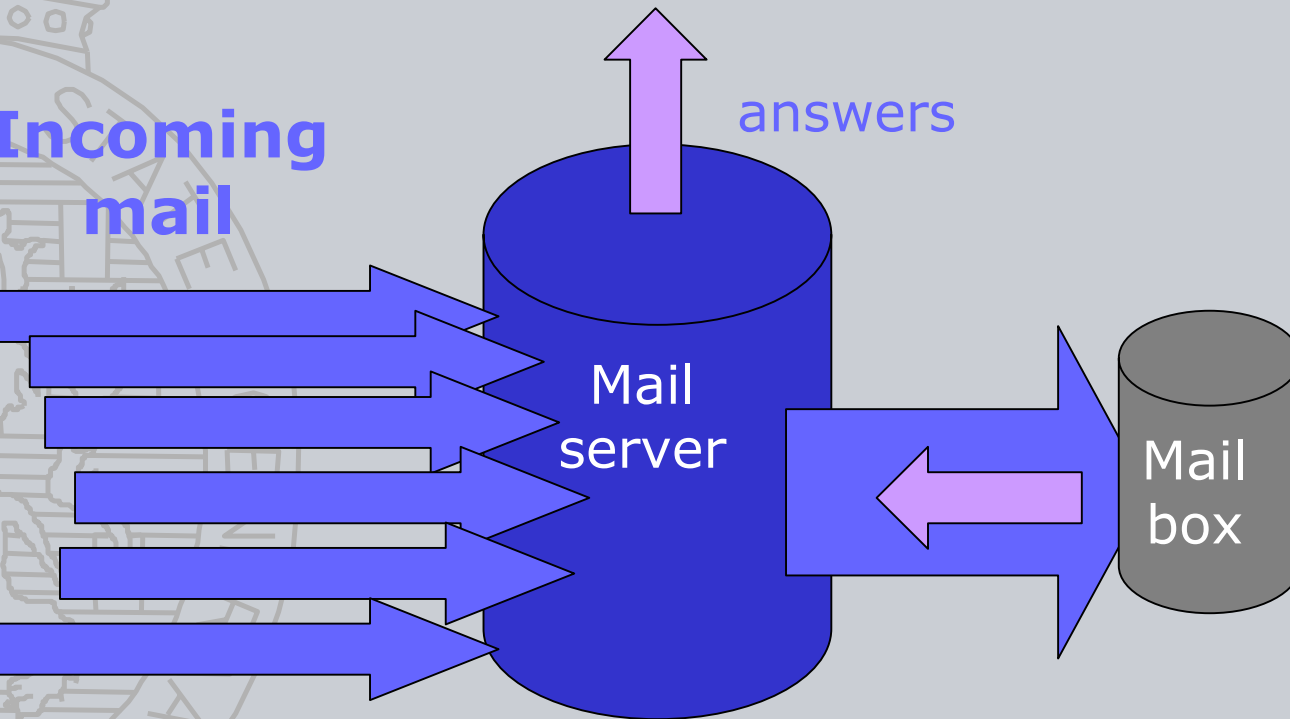
# Solution House of Representatives Netherlands

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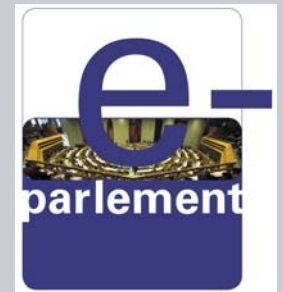
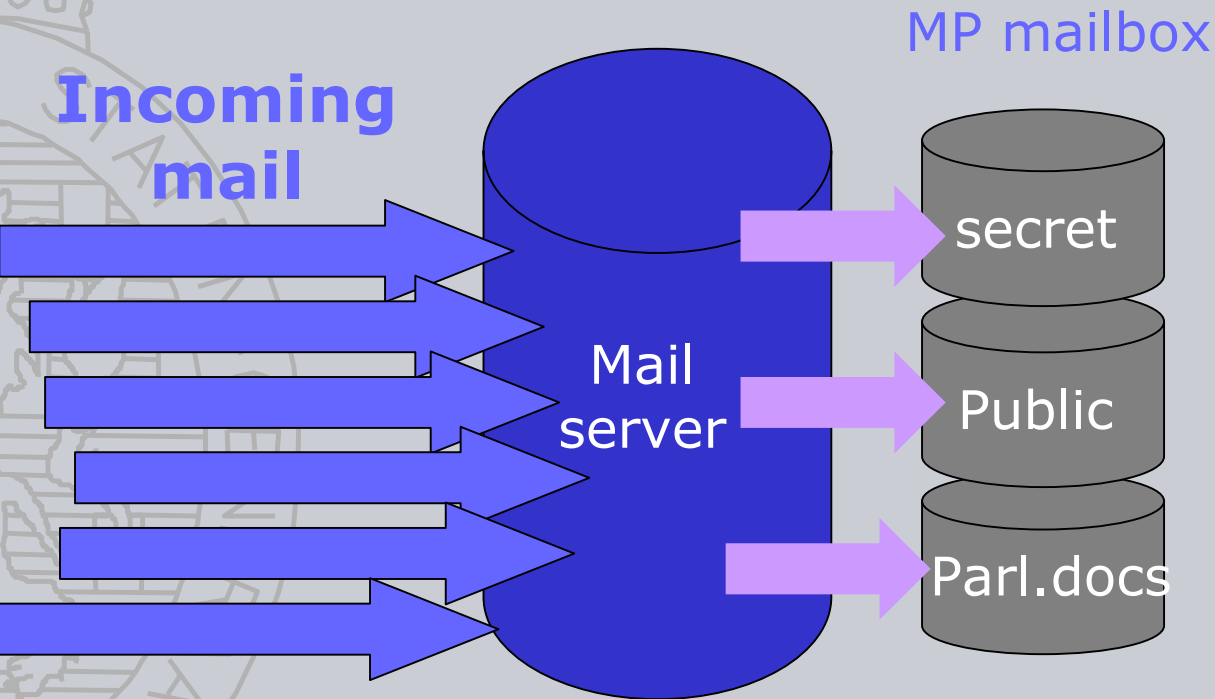
- 1. e-mail management system**
- 2. All members a secret e-mail address next to their public address**
- 3. Special folder for parliamentary docs**
- 4. SPAM filtering on several levels**
- 5. Relation with FAQ's**



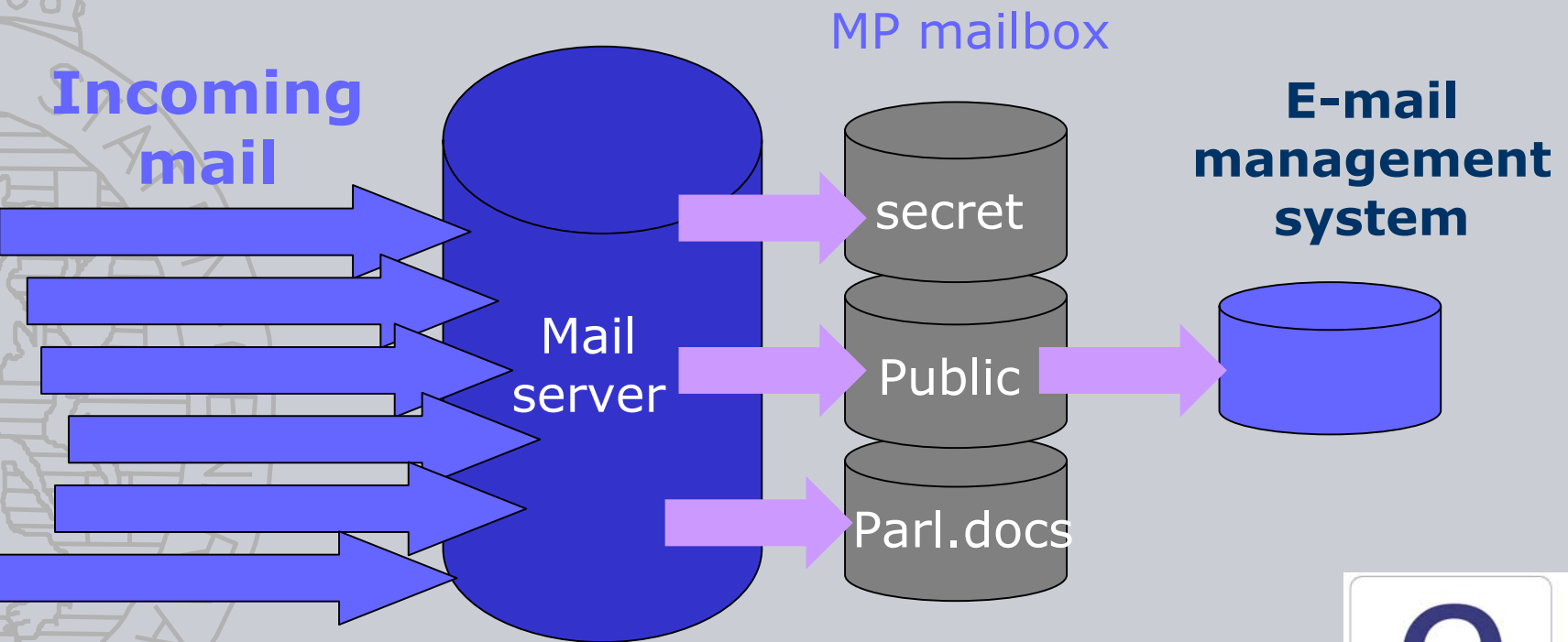
# e-mail management old



# e-mail management new



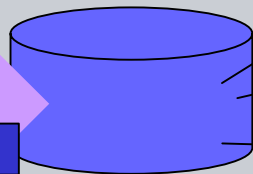
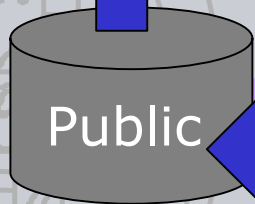
# e-mail management new



# e-mail management new

6. answer

**E-mail  
management  
system**



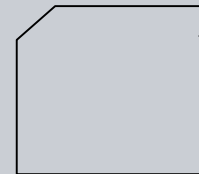
1. Reads content  
of the mail

2. Connects  
knowledge base

3. Suggests  
answer(s)

5. agreed

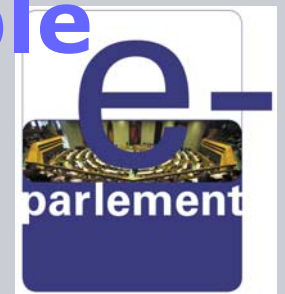
4. Answer is  
checked  
before  
sending



# Specification

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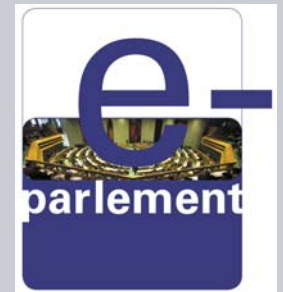
- **Only external mail**
- **Political party information mail boxes are connected**
- **MP's can choose to connect their public mailbox**
- **Political party is responsible for the actuality of their knowledge base**



# Specification-2

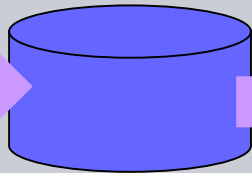
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- **e-mail management system completely separated per user group**
- **Semi automated solution. There is always an human intervention**

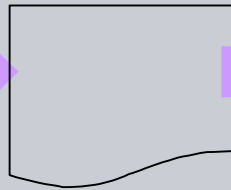


# Relation with FAQ's

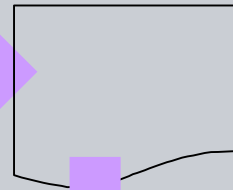
**E-mail  
management  
system**



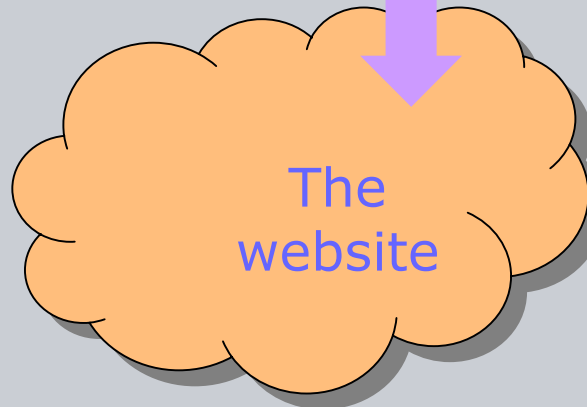
**report**



**Suggested  
FAQ's**



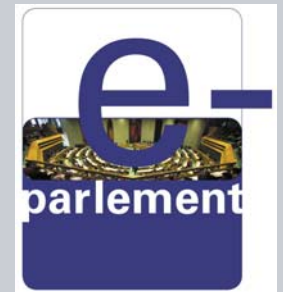
**The  
website**



# Consequences

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- **Effective e-mail answering results in more e-mails!!**
- **In effective e-mail answering results in more telephone calls**
- **Actual FAQ's results in less mails and less phone calls**



# What's in it for MP's?

- **Reduction of work**
- **Signal for mail answering**
- **Answering suggestions on mail**
- **Uniform answering political group**
- **Central e-mail archive**



# What's in it for MP's?

- **Easy reply possibility by a central mail address**
- **Replies are always archived related with question**
- **Centralized knowledge base**



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# Do you have questions?

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