

AI-Ready Orchestration for Shared Mailbox Workflows

Transform inefficient shared mailbox workflows into streamlined, compliant processes. Empower shared mailbox teams to optimize with familiar tools while being AI ready and maintaining complete governance and observability.

Key Capabilities & Value



Orchestration Console

A centralized, intuitive platform for business teams to configure, deploy, and monitor shared mailbox workflows. IT retains oversight for governance, but business teams operate independently and efficiently.



Interactive Messages

Customizable email actions, such as reply, analyze with AI, categorize, route, and send to CRM, streamline processes and eliminate manual workarounds.



Back-Office Integrations

Direct APIs enable seamless file sharing and CRM connectivity, automating data flows and replacing manual copy/paste.



Secure Sharing

Compliant collection and distribution of sensitive files and emails, leveraging eSHARE's Trusted Collaboration Fabric for robust security.



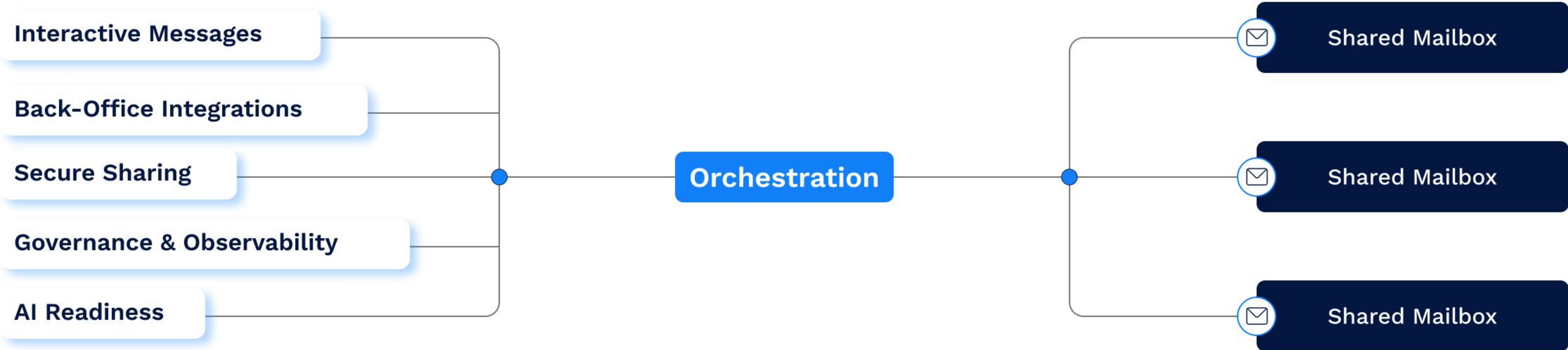
Governance & Observability

Full visibility into data sharing, access, and activity, supporting compliance and productivity insights for both IT and business teams.



AI Readiness

Effortlessly connect enterprise AI agents, LLMs and SLMs to shared mailbox workflows, enabling measurable automation and keeping humans in the loop.



Business Impact



Efficiency Gains

Automate triage and ticketing processes, reducing handling time from 15–20 minutes to just 3–5 minutes per ticket. Potential annual savings per use case: \$500K–\$1M.



Scalable ROI

Multiply efficiency gains across thousands of shared mailboxes for significant enterprise-wide impact.



Rapid Deployment

Business teams can configure and deploy workflow changes in minutes, accelerating time-to-value.

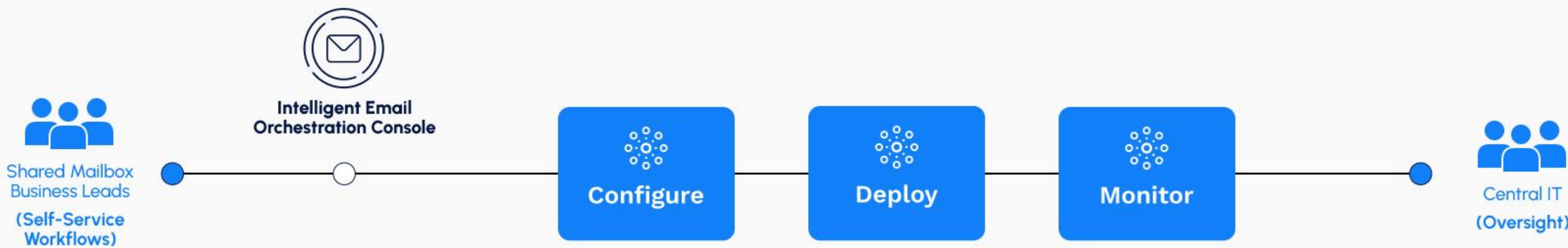


Frictionless Experience

Improve sender as well as recipient experience (customers, partners etc.) with one-click actions and simple collaboration workflows.

Use Case

Customer Support Shared Mailbox: Support emails arrive with embedded interactive actions. One-click buttons (e.g., “Analyze with AI,” “Create Ticket,” “Escalate,” “Send Response”) enable AI-assisted categorization, instant CRM ticket creation, automated routing, and a complete audit trail.



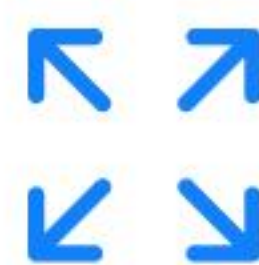
Why eSHARE Intelligent Email?



Optimizes M365 shared mailboxes for secure external collaboration.



Empowers data owners to enforce compliance effortlessly.



Maximizes M365’s potential for frictionless, secure, AI-powered collaboration.



Detailed reporting accelerates alignment of KPIs while delivering full observability.

Discover the Future of Shared Mailbox Automation

eSHARE Intelligent Email empowers your teams to streamline workflows, boost efficiency, and unlock measurable AI value, all with robust security and governance. Transform how your organization collaborates and manages information, leveraging the power of automation and AI in every shared mailbox.

About eSHARE

Get in touch to weave your Trusted Collaboration Fabric. eSHARE secures every share while teams move faster with intelligent, Zero-Trust guardrails.

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