

# LANsultants Times

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## Write Now - Send Later

Did you know that in MS-Exchange/Outlook and in GroupWise you can create an email and then schedule it for delivery at a date and time of your choosing in the future? This is a handy tool for sending reminders to staff when you're on vacation, reminders to yourself if you tend to be more responsive to emails than calendar reminders, or for when those just right words flash into your mind for an email you need to send later.

In MS-Outlook in the Message window (where you type your email content), click the Options button. Alternatively, click on View -> Options. Then in the Message Options dialog window, select and tick the "Do Not Deliver Before" check box, under the Delivery Options. Then choose the desired send date and time to deliver the email by using the calendar and time drop down list. Click Close and then click OK. The email message that is delayed sending in future date will be held in the Outbox folder after you clicking on Send button. Once the specified assigned date and time is reached, the email will be sent and delivered, and email been moved to Sent Items folder automatically, provided you're connected to Internet.

In GroupWise select New Mail. Above the message (above From) but below the toolbar you will see a "send options" tab. click the 'delay delivery checkbox, and select the date & time you want the message sent.

Possibly due to the nature of the content of the delayed email, the need to leave your PC on if you use Outlook without Exchange, or if you use an online email service such as Gmail then you may want to use a service such as [www.lettermelater.com](http://www.lettermelater.com). Once registered you can create any number of emails for scheduled future delivery, actually send, times, and edit or delete these emails anytime before their scheduled release.

## HOLIDAY SCHEDULE

LANsultants will be closing at 3:00pm on Wednesday, November 26<sup>th</sup> and will be closed all day on Thursday, November 27<sup>th</sup> in celebration of Thanksgiving. LANsultants will be closing at 3:00pm on Wednesday, December 24 and will be closed all day on Thursday, December 25<sup>th</sup> in celebration of Christmas. LANsultants will be closing at 3:00pm on Wednesday, December 31 and will be closed all day on Thursday, January 1<sup>st</sup> in celebration of New Years. On Friday, November 28<sup>th</sup>, Friday, December 26<sup>th</sup> and Friday, January 2<sup>nd</sup> minimal staff will be on duty to provide emergency service to those clients critical operations.

If you would like to be removed from our email newsletter subscription please send an e-mail to [shirlean@lansultants.com](mailto:shirlean@lansultants.com).

## Do You Know Your NPS?

NPS or Net Promoter Score is a simple metric to measure customer satisfaction. Though not as accurate as the American Customer Satisfaction Index NPS relieves one's clients of answering lengthy questionnaires as NPS relies on one easy to answer question, "How likely is it that you would recommend this company to a friend or colleague?". Then sort the responses into three groups: Promoters (9's and 10's), neutrals (7's and 8's), and detractors (0's through 6's). The percentage of promoters minus the percentage of detractors is your NPS score.

The average US company has an NPS of about 15 with a great deal of variation by industry. Generally, a NPS above 50 is considered excellent. Some companies are NPS stars such as Harley-Davidson (81%), Amazon (73%), eBay (71%), FedEx (56%) and American Express (50%).

MEASURING CUSTOMER SATISFACTION		
10	Raving Promoter	<b>S</b>
9		
8		<b>A</b>
7		
6		<b>M</b>
5	Neutral	
4		<b>P</b>
3		
2		<b>L</b>
1		
0	Raving Detractor	<b>E</b>
May we contact you to discuss why you gave us this rating? <input type="checkbox"/> Yes <input type="checkbox"/> NO		

Once you have calculated your NPS the goal is to improve it. This is achieved by contacting those clients who have agreed to talk. Often, the most useful feedback is from detractors!

If you would like to explore using NPS for yourself you can learn more about it by visiting [www.netpromoter.com](http://www.netpromoter.com) or read the book "The Ultimate Question" by Fred Reicheld.

If you have not surmised we plan on calculating our NPS this fall.