

## ROBOTS THAT DEFEAT INBOX OVERLOAD

### WOWBOTS

**NAVBOT:** Click **3 Dots** > **Navigation** > **Uncheck Compact View**.

**TRANSFORMER:** Left-click and drag an email into your Calendar, Tasks, or People Icons to transform it into that kind of item. Right-click and drag for more options

**SEARCHBOT:** Click into the search box > Look up to see the **Search Menu** > Click on at least two items to narrow your search > For example, **From:** and **Attachments**.

### WORKBOTS

**RULEBOT:** Highlight email from low priority sender > Click **Rules** > **Always Move Messages From:** > Select destination folder > **OK**.

**BLOCKBOT:** From Outlook inbox > Highlight a junk email in your inbox > Click **Junk** > Click on **Block Sender**.

**DINGBOT** Click **File** > **Options** > **Mail** > **Message Arrival** > Uncheck all four boxes > **OK**.

**Add Back a VIP Sender's Ding:** Right Click on email from VIP sender > Click **Rules** > **Create Rule** > Check top **From** Sender Name box > Check **Play a selected sound** > Click **Browse** > Click to select a .wav sound file > **Open** > **OK**.

**PRIORITIZER:** From inbox click **Categorize** > Click **All Categories** or **Edit Categories** > Click **New** or **Rename** > Pick meaningful colors.

**Assign Color Categories:** Open an email > Click **Categorize** > Select Category. Use Smart Search to find all emails in a category.

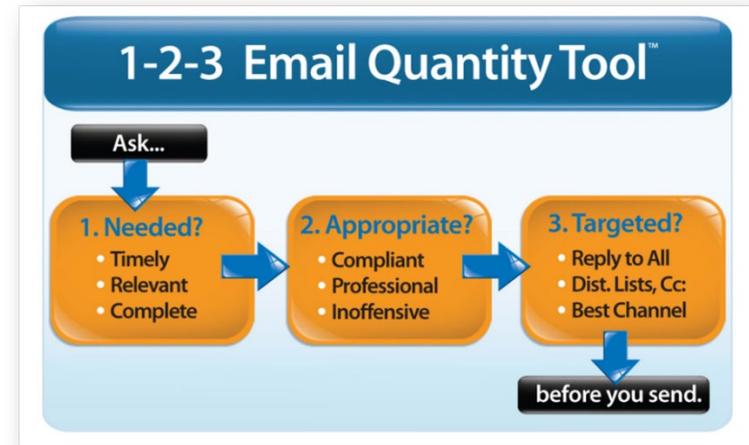
**QATBOT:** Click on small triangle in the upper left corner and select **Show Below the Ribbon** > Right-click on any useful button and click **Add to Quick Access Toolbar**

## 1-2-3 EMAIL QUANTITY TOOL

### SEND LESS—GET LESS

Try to reduce outgoing email by 20% by eliminating low priority messages. Ask:

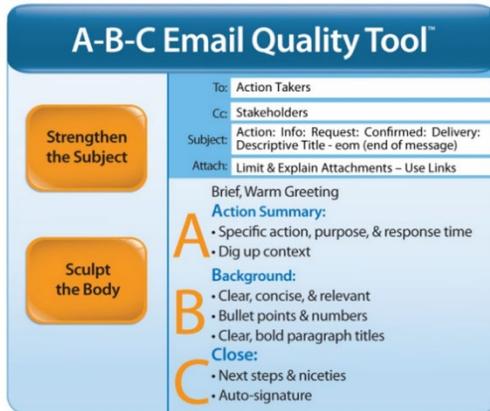
- ◆ *Is this message needed by my busy recipient on a busy day?*
- ◆ *Would it make me nervous to see this message on the news tonight?*
- ◆ *Have I sent this message to the right number of people?*



## A-B-C EMAIL QUALITY TOOL

### STRENGTHEN THE SUBJECT

Power up every message with one-word categories like Action: Info: and Request:.  
Use descriptive titles in the subject line that reference concrete events, documents, people, times, and places.  
Use acronyms to instantly communicate context: eom (end of message), smb (see message below), nrn (no reply needed), ntn (no thanks needed).



### SCULPT THE BODY

Use a brief, warm greeting like: *Hi Dave, Thanks for your help last week!*

#### The A-B-C Structure

**Action Summary:** Copy the subject line into the body and tweak so that it summarizes your key action. Include a response time whenever possible. Dig up the context by avoiding vague phrases like "Sounds good". Instead, be specific such as, "Confirmed: I'll attend the executive meeting on April 12".

**Background:** Automatically use bullet points after the Action Summary to make your message easy to process.

**Concise Close:** Place next steps and niceties at the end. Ending with a clear auto-signature builds context for your recipients.

## WRITE-SMART QUALITY ROBOTS

### SMARTPHONE QUALITY TIPS

**DICTABOT:** Tap *microphone icon* > Say your *punctuation* > Say *New Paragraph* for line spaces > Say *Dash-Dash* for bullet points.

**iPHONE AUTOCORRECTOR:** Tap *Settings* > *General* > *Keyboard* > *Text Replacement* > Tap the *+ sign* > Place the longer phrase next to *Phrase* > Place your trigger phrase next to *Shortcut*

**SAMSUNG AUTOCORRECTOR:** From the **Home Screen**, swipe up on an empty spot to open the **Apps** tray > Tap *Settings* > *General management* > *Language and input* > Tap **On-screen**

*keyboard* > *Samsung Keyboard* > Tap **Smart typing** > *Text Shortcuts* > Place trigger phrase under **Add shortcut** and longer phrase under **Expanded phrase** > Tap **Add**.

**SMART TYPER** Hit **Space bar** twice for periods > Don't type apostrophes > Press and hold the keyboard to see the editing tool.

**iPHONE REPLICATOR:** Open *Notes* app > Tap *New Template icon* > Create a template. To use, go to Notes > Tap *Squarrow* > Select **Target App** (Outlook Email, Teams, Twitter).

**ANDROID REPLICATOR:** Download Gmail Email Templates—Chrome extension.

### OUTLOOK PC QUALITY TIPS

**AMAZING AUTOCORRECTOR:** Click on *File* > *Options* > *Mail* > *Spelling and Autocorrect* > Click *AutoCorrect Options* > See the Trigger Page > trigger face by **Replace:** and longer phrase by **With:** > **Add** > **OK**.

**PC REPLICATOR: Easy Templates that Save Time and Boost Consistency**  
Highlight copy > Click on *Insert* > *Quick Parts* > *Save Selection* > Name your selection and click **OK** > To use: Click *Insert* > *Quick Parts* > Click on your item to insert. To delete or edit a Quick Part, click on *Insert* > *Quick Parts*, right-click on any item and then select **Organize and Delete**