Email at Scale Implementation

Overview

ContactMonkey allows internal communications teams to create & deliver email campaigns to your internal employees.

The sending flow uses your existing email infrastructure for email delivery without the need for additional configuration. Although this is a great option, there are Microsoft/Google-imposed limitations associated with this approach, particularly relating to emails sent with our individual or anonymous tracking options:

For Microsoft:
1. Each mailbox can only reach 10,000 email addresses per day.
2. Each mailbox may only send a maximum of 30 emails per minute but may become restricted further at the provider's discretion.
3. CSV uploads have a limit of 10,000.

For Gsuite:
1. Each mailbox can only reach 3,000 email addresses per day.
2. Each mailbox may only send a maximum of 30 emails per minute but may become restricted further at the provider's discretion.
3. CSV uploads have a limit of 3,000.

ContactMonkey's Email at Scale solution bypasses these limitations by offloading email delivery from your mail infrastructure to a ContactMonkey-managed mail server, hosted on SendGrid, with a dedicated IP address for each customer.

Email delivery will be at least ten times faster when using Email at Scale versus sending through your O365 or GSuite tenant.

Step 1 - Configuration

1. **Domain Authentication** - ContactMonkey's support team will provide you with the DNS required to authenticate your domain. These must be added to your hosting or DNS provider.
   a. ContactMonkey's support team will also provide you with your dedicated IP address.
2. **Spam Filter** - An exception must be made to the corporate spam filters for messages originating from your dedicated IP address to ensure deliverability.
   a. Microsoft Defender
   b. Proofpoint
   c. Mimecast
   d. If you use a different tool such as Proofpoint, please refer to their documentation directly
3. **[EXTERNAL] banners** - If you are using a service to append Email Subject lines or Email Bodies with [EXTERNAL] banners, an exception should be made for the source IP address.
4. **Automatic Image Downloads -** Images embedded in emails sent by your employees should be displayed automatically. This can typically be achieved by adding trusted sites.
5. **Safelist your tracking URL -** Ensure Email Tracking Accuracy By Safelisting ContactMonkey

Step 2 - Testing

Schedule a call with our support team to complete a test of the configuration.
A ContactMonkey end user will be required to be available to send the test emails.

Assuming there are no additional configurations required, Email at Scale will be enabled for your account.
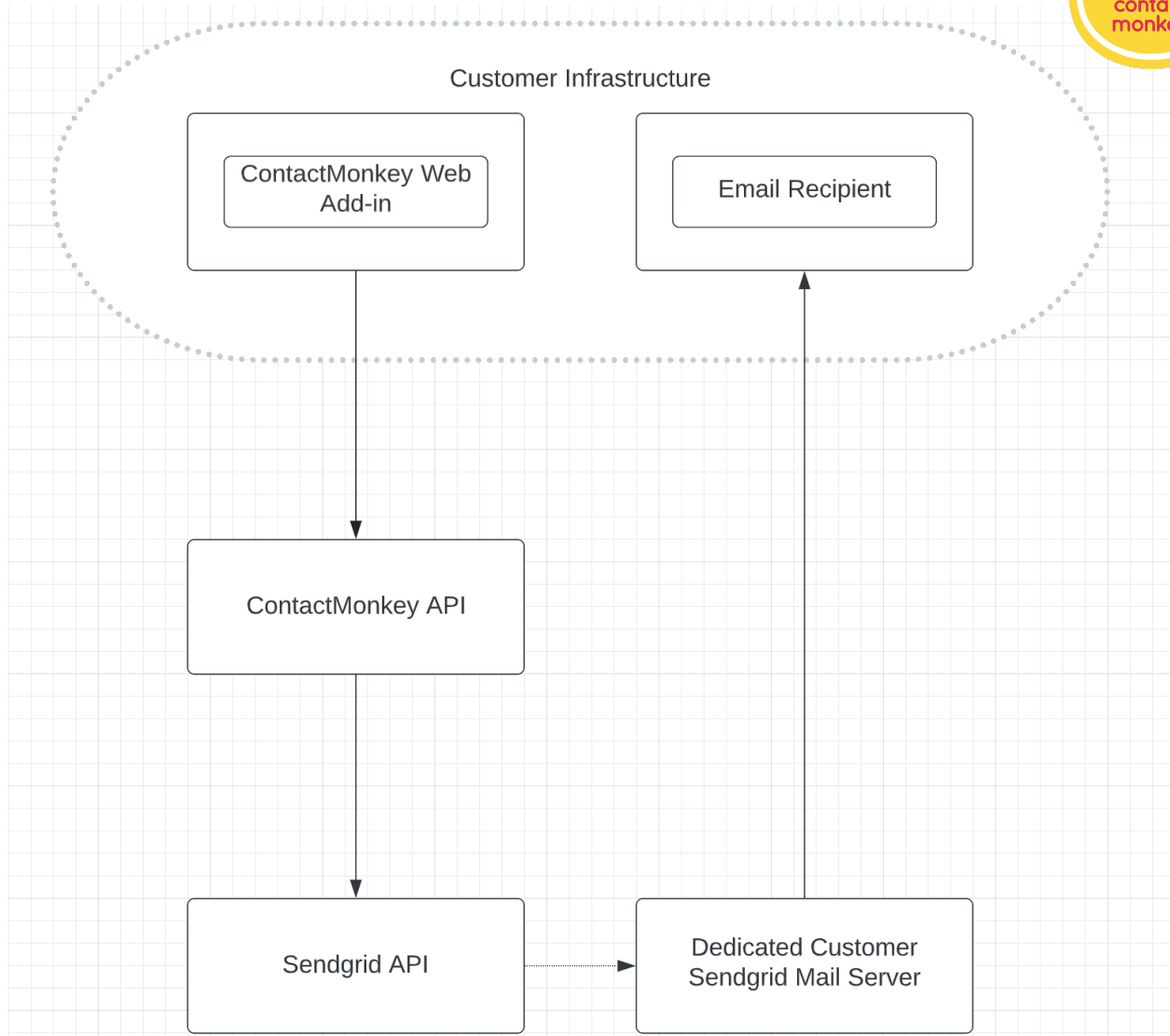
Customer Infrastructure

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