



FOR IMMEDIATE RELEASE

Edison Unveils 2017 State of Email Report on 35th Anniversary of Email

Results Show 85% of Americans Use Smartphone for Email, 74% Overwhelmed by Email Overload

San Jose, CA – August 30, 2017 – [Edison Software](#), creator of the popular AI-based Email app, today announced results of its [2017 State of Email report](#), timed to coincide with the 35th anniversary of email's copyright by Dr. V.A. Shiva¹. The research, developed by Edison and fielded online by SurveyMonkey to 1,068 US adults, found that dominant role of email in everyday lifestyles will not fade anytime soon--current American email volume and connectivity measures at a vigorous pace.

Americans Stressed by Email Overload

Edison's research indicates that 74% of Americans feel overwhelmed by the number and frequency of emails they receive. Nearly half (44%) of the nation is worried about missing an important email due to email overload. Furthermore, nearly all U.S. adults (87%) have taken steps to manage email overload – 73% said they have unsubscribed from unwanted email, while almost half (44%) admitted they have spent hours deleting emails they don't want.

When it comes to email volume, 32% of respondents said they receive up to 100 emails per day, and one-third (33%) said they feel stressed when they receive too many emails. The person they are most concerned about missing an email from is a co-worker or professional contact, followed by a family member, their boss, a friend, and their significant other.

Email Connectivity Embedded in the American Lifestyle

Most of the nation (85%) is using a mobile phone to access email--43% on iOS and 42% on Android--with Americans likely claiming between one and three email accounts. The report reflects how deeply email is embedded within our nation's culture, revealing that Americans now read and respond to important emails in the following places throughout their day:

- In bed (41%)
- While eating food (39%)
- While on the go (34%)
- In the bathroom (24%)
- While spending time with their significant other (21%)

A small segment of the population confessed they even respond to important emails while spending time with children (7%), while intoxicated (5%), and, regrettably, while driving (3%). In the workplace, email still beats chat apps like Hangouts and Slack (35% vs. 5%) when it comes to communication between colleagues.

Edison's 2017 State of Email report also discovered preferred communication methods between significant others and types of emails that matter most and least to the nation. Email is likely to remain a core online tool for many decades to come, but most people today still

¹ Source: Inventor of Email, http://www.inventorofemail.com/first_email_system.asp

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need help managing it. The Edison Mail app for [iOS](#) and [Android](#) offers intelligent features to manage mail faster, simpler, and smarter. Abilities include one-click unsubscribe, smart reply, and automatic-organization of essential emails like bills, receipts, travel and event bookings, and package tracking.

More information can be found on [Edison's blog](#) and [video](#) highlighting the evolution of email.

METHODOLOGY

The survey was conducted online within the US from August 16-21, 2017 among 1,068 adults ages 18 and older. For complete results, contact press@edison.tech.

About Edison Software

Edison Software is transforming the way people communicate with innovative, AI-driven products, including the award-winning Edison Mail and Edison Assistant applications, the Edison Trends dashboard and Edison API. Funded by Mayfield, USVP, Nautilus Venture Partners and Emerillon Capital, Edison is headquartered in San Jose, California.

For more information visit www.edison.tech. Follow us [@edison_apps](#) on Twitter.

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