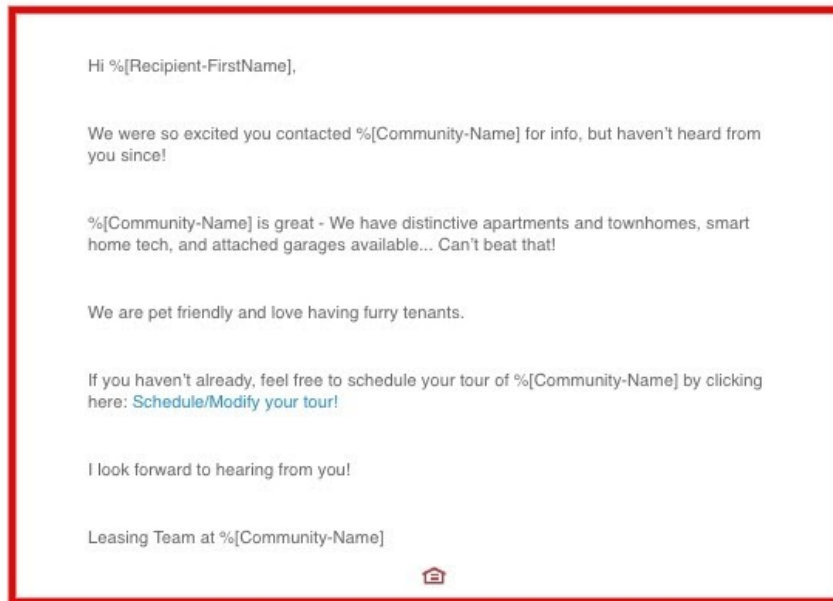


Automated Follow Ups

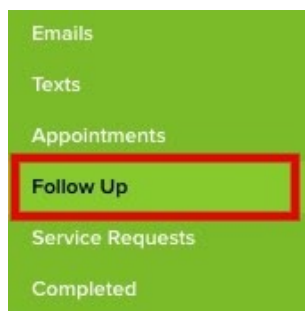
Automated Follow Ups are an excellent way for your site team to maintain contact with prospects while you saving your team time. They are emails that can include built-in name personalization and thoughtful details with links to self schedule tours, photo galleries, and floorplans. See below example:

Preview Email



Automated Follow Ups will show up in the Follow Up Queue, but will not need to be processed manually. However, you do have the ability to cancel the automation on any automated Follow Up email, and reach out directly to the prospect if desired.

To access the Follow Up Queue, select Follow Up on the left side of the page.



If there is an automated Follow Up scheduled to go out for the day, you will see it listed with a specialized note that says "Automated".



If you would like to cancel the automation, open up the Follow Up by clicking anywhere on the row. Next, select "Cancel Automation". You will then have the option to send an email, or call the prospect.

