

Subject: Composing New Emails through inContact	Product: Customer Loyalty Group	Approved on:
--	--	---------------------

Purpose:

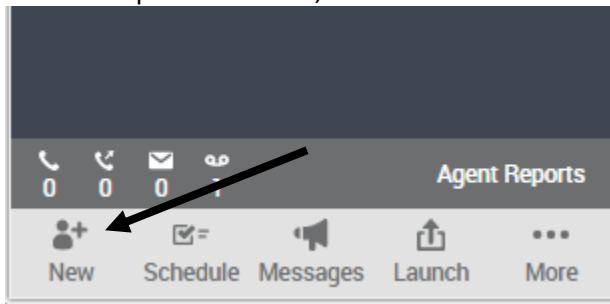
Sending emails to client's through inContact.

Policy:

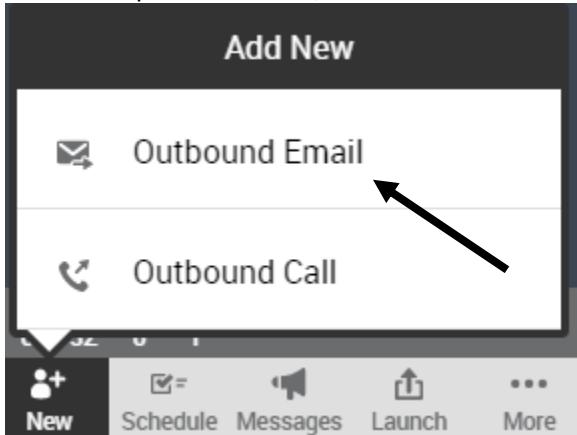
- **CLG Outbound Email skill have been deactivated.**
 - Contact your manager if you need to send an OB email. After the task is completed, the skill will be deactivated.
- When any OB email skill is active and being used, it will be interrupted after 3 minutes so that you can return to receiving calls.
- Client would like summary of what was said during call (Refer to "Text to client via QB" SOP to send requested updates to client)
- Confirmation emails after an action has been made to client's program. (Refer to "Text to client via QB" SOP to send requested updates to client)
- CLG will be able to view all emails that were sent through inContact instead of agent's personal email.

Procedure:

1. As pictured below, select *New* at the bottom of the agent screen

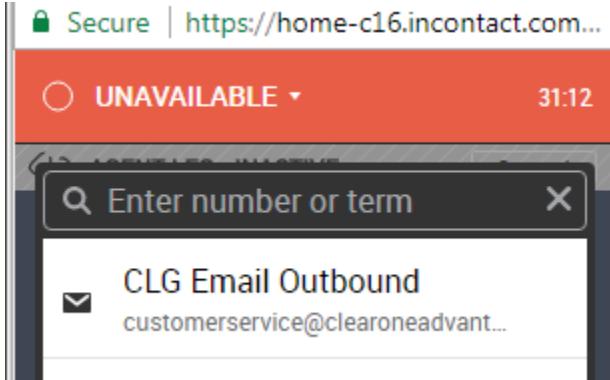


2. As pictured below, click *Outbound Email*

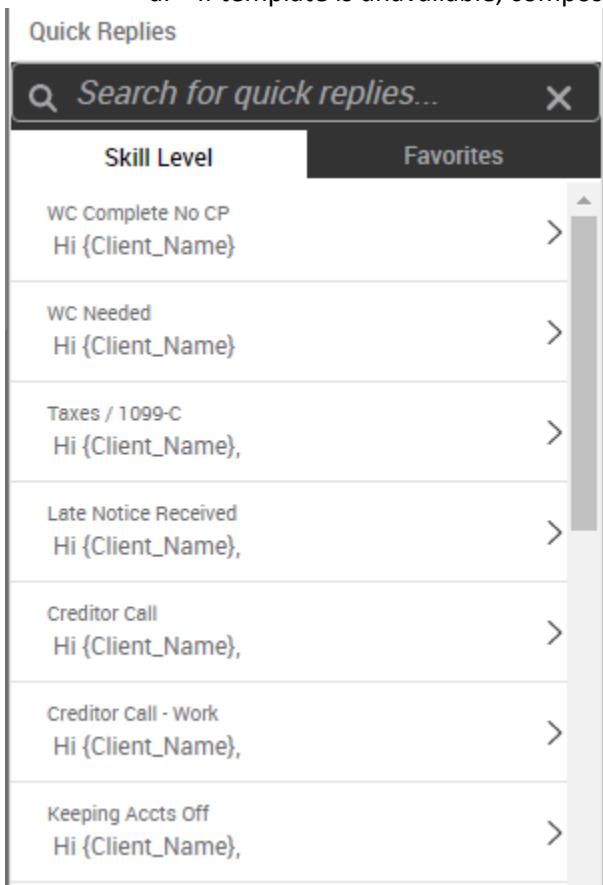


Subject: Composing New Emails through inContact	Product: Customer Loyalty Group	Approved on:
--	--	---------------------

3. As pictured below, select *CLG Email Outbound*



4. Copy & paste the client email address in the To field
5. Type reason of email in the Subject field
6. As pictured below, use *Quick Replies* on the right to select necessary email template
 - a. If template is unavailable, compose email in body



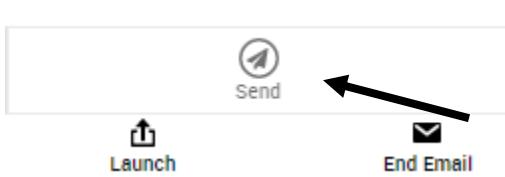
7. Enter *Client Name* in the top empty field
8. Enter *Agent Name* in the bottom empty field

Last Reviewed Date: 7/21/2023	Page 2 of 3	Author of Latest Revision: Katalina Sussman
--	--------------------	--

In the printed form this is an uncontrolled document. The official version can be found online.

Subject: Composing New Emails through inContact	Product: Customer Loyalty Group	Approved on:
--	--	---------------------

9. Click *Insert* at the bottom of the email template
10. As pictured below, click Send



Exceptions:

None

Last Reviewed Date: 7/21/2023	Page 3 of 3	Author of Latest Revision: Katalina Sussman
--	--------------------	--