

<b>Subject:</b> Composing New Emails through inContact	<b>Product:</b> Customer Loyalty Group	<b>Approved on:</b>
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**Purpose:**

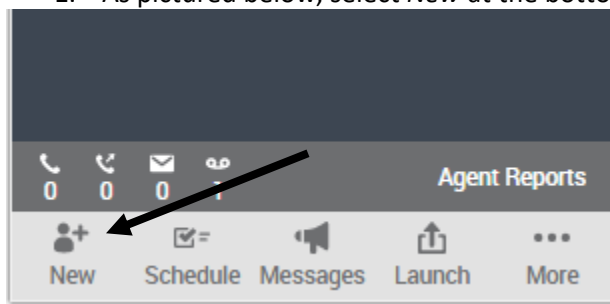
Sending emails to client's through inContact.

**Policy:**

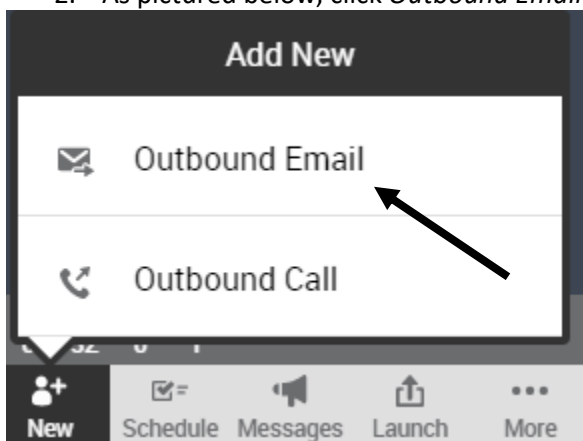
- **CLG Outbound Email skill have been deactivated.**
  - Contact your manager if you need to send an OB email. After the task is completed, the skill will be deactivated.
- When any OB email skill is active and being used, it will be interrupted after 3 minutes so that you can return to receiving calls.
- 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



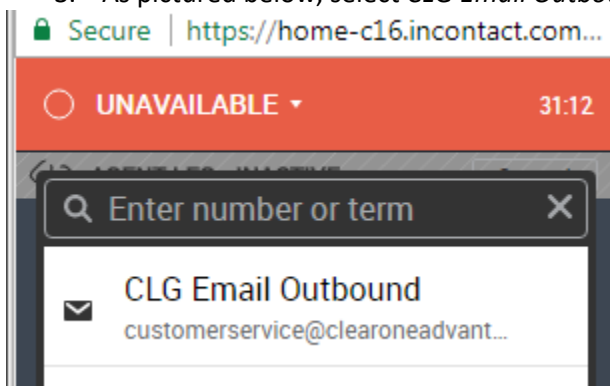
2. As pictured below, click *Outbound Email*



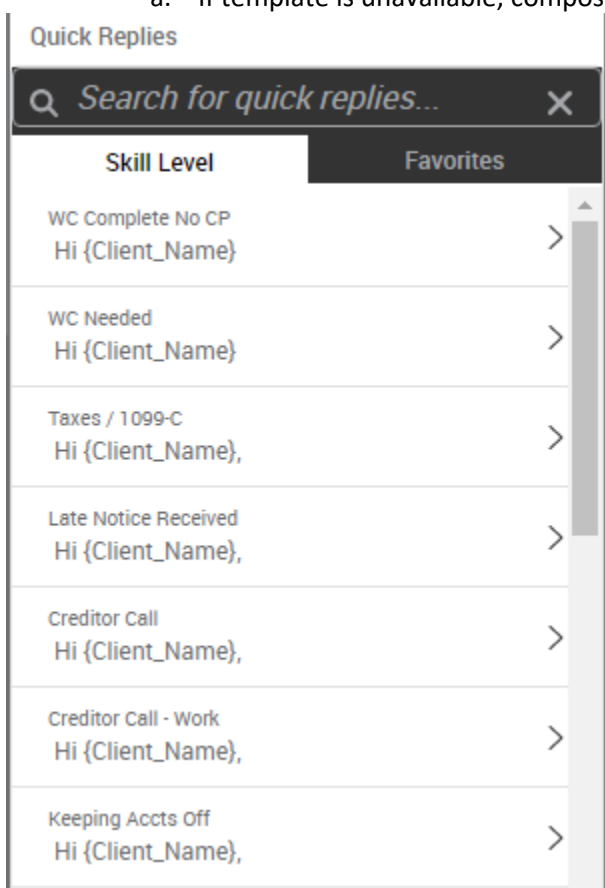
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3. As pictured below, select *CLG Email Outbound*



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

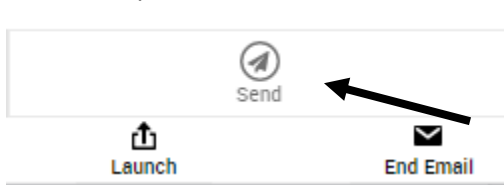
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In the printed form this is an uncontrolled document. The official version can be found online.

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9. Click *Insert* at the bottom of the email template

10. As pictured below, click Send



**Exceptions:**

None

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