

Event Reminder Email

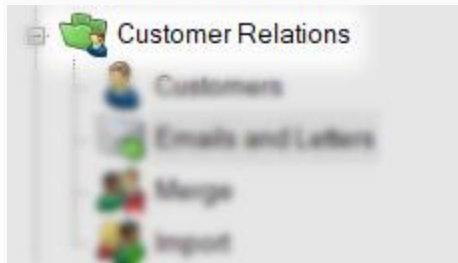
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Agile Ticketing Solutions now has the ability to have customers set up Event Reminder Emails. Follow these steps to create your Event Email Reminders.

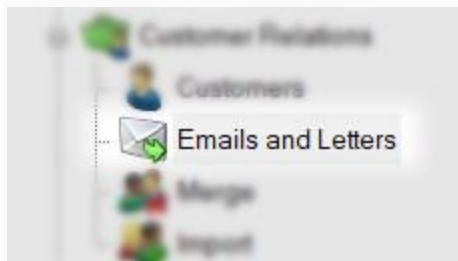
1. Login to **Administration**.
2. Click on the **House** icon to see all of your folders.



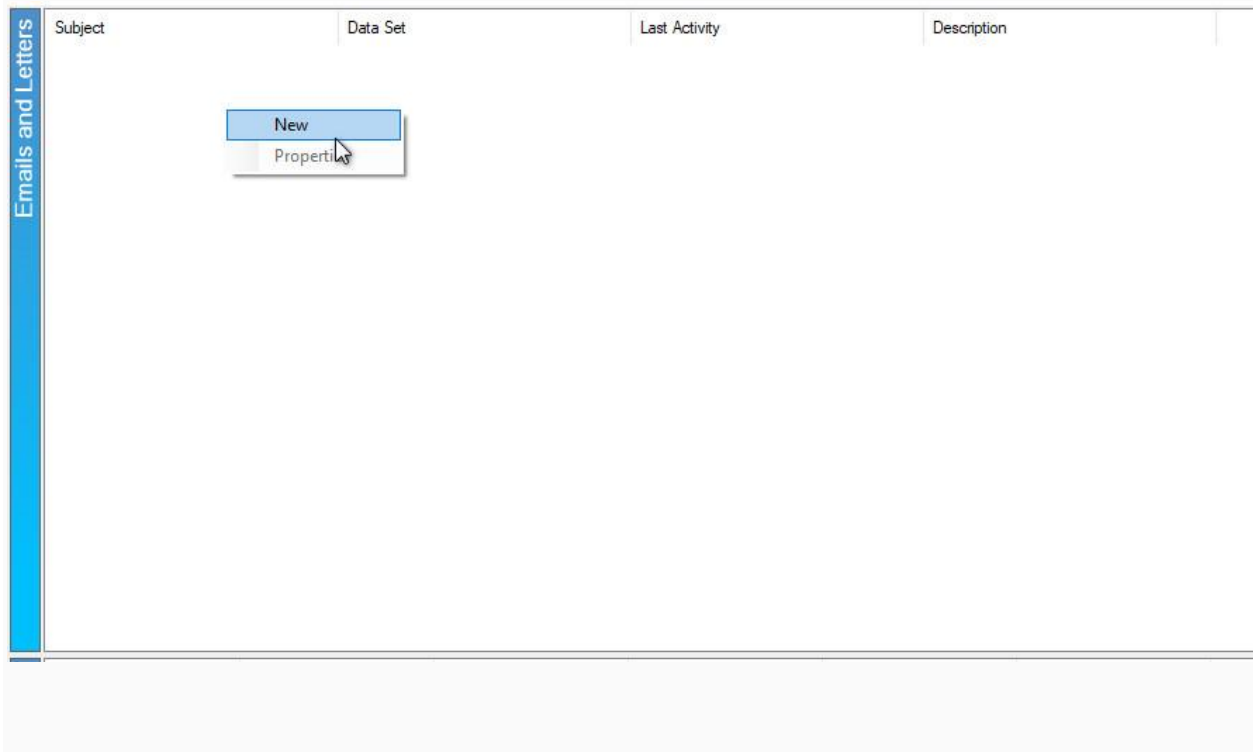
3. Click on the green **Customer Relations Folder**.



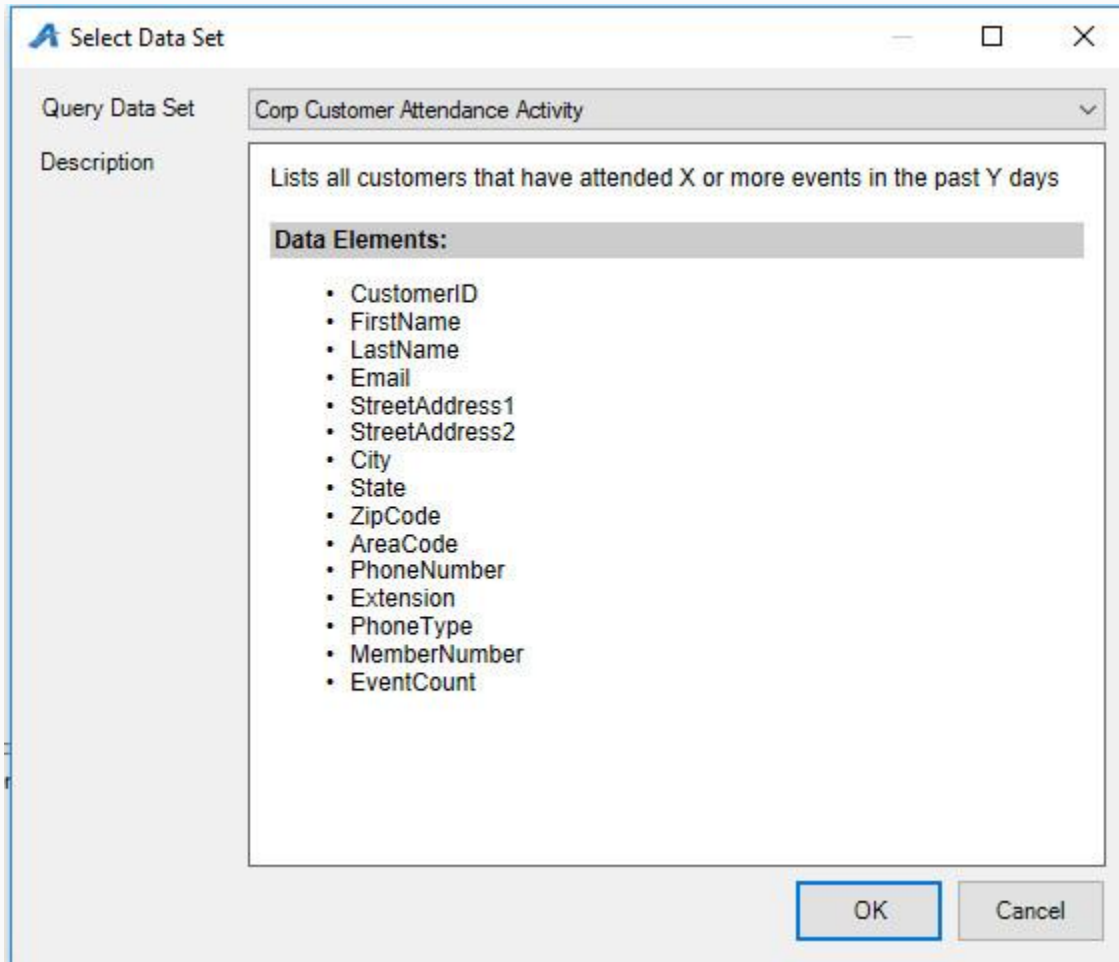
4. Select **Emails and Letters**.

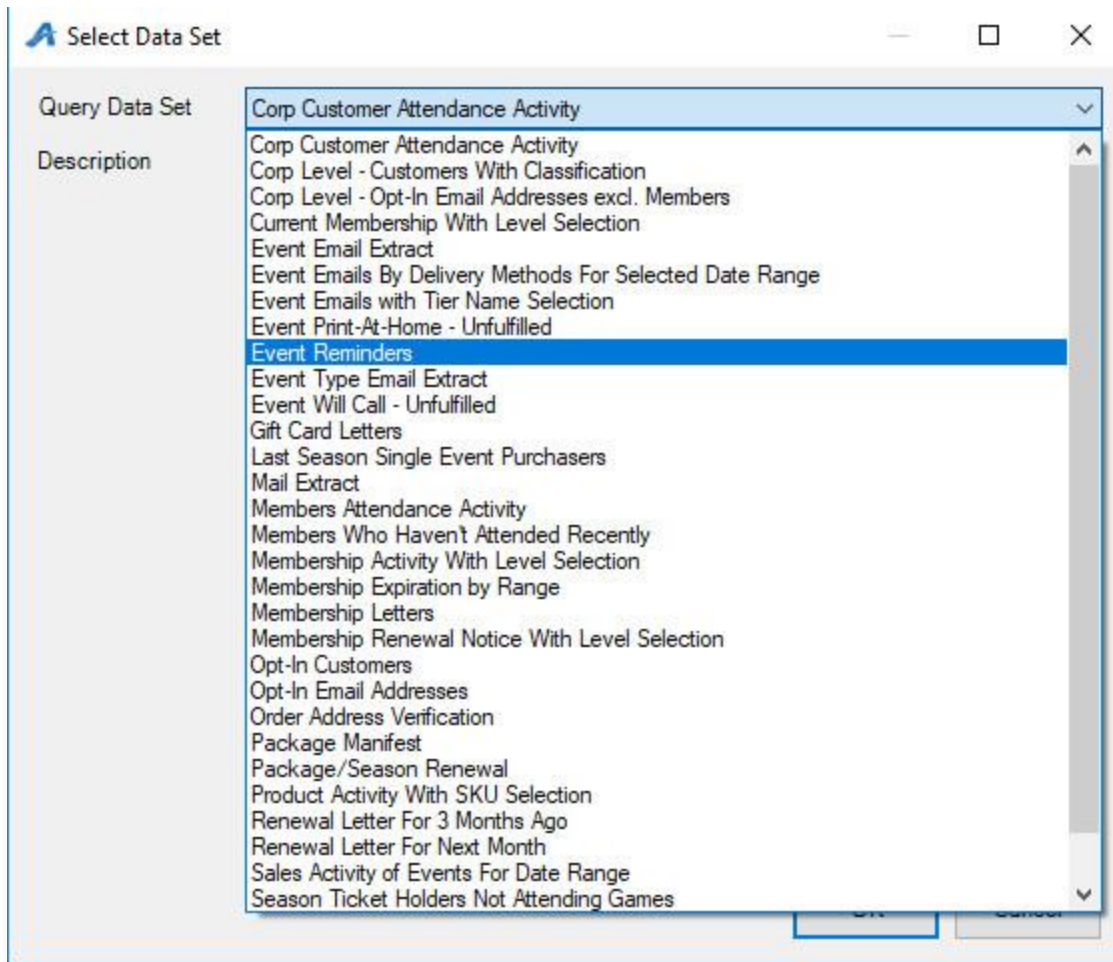


5. In the Emails and Letters field, right-click and select **New**.



6. In the **Query Data Set** drop-down, choose **Event Reminders**. You will see the list of **Data Elements** that are available in this Query. Click **OK**.

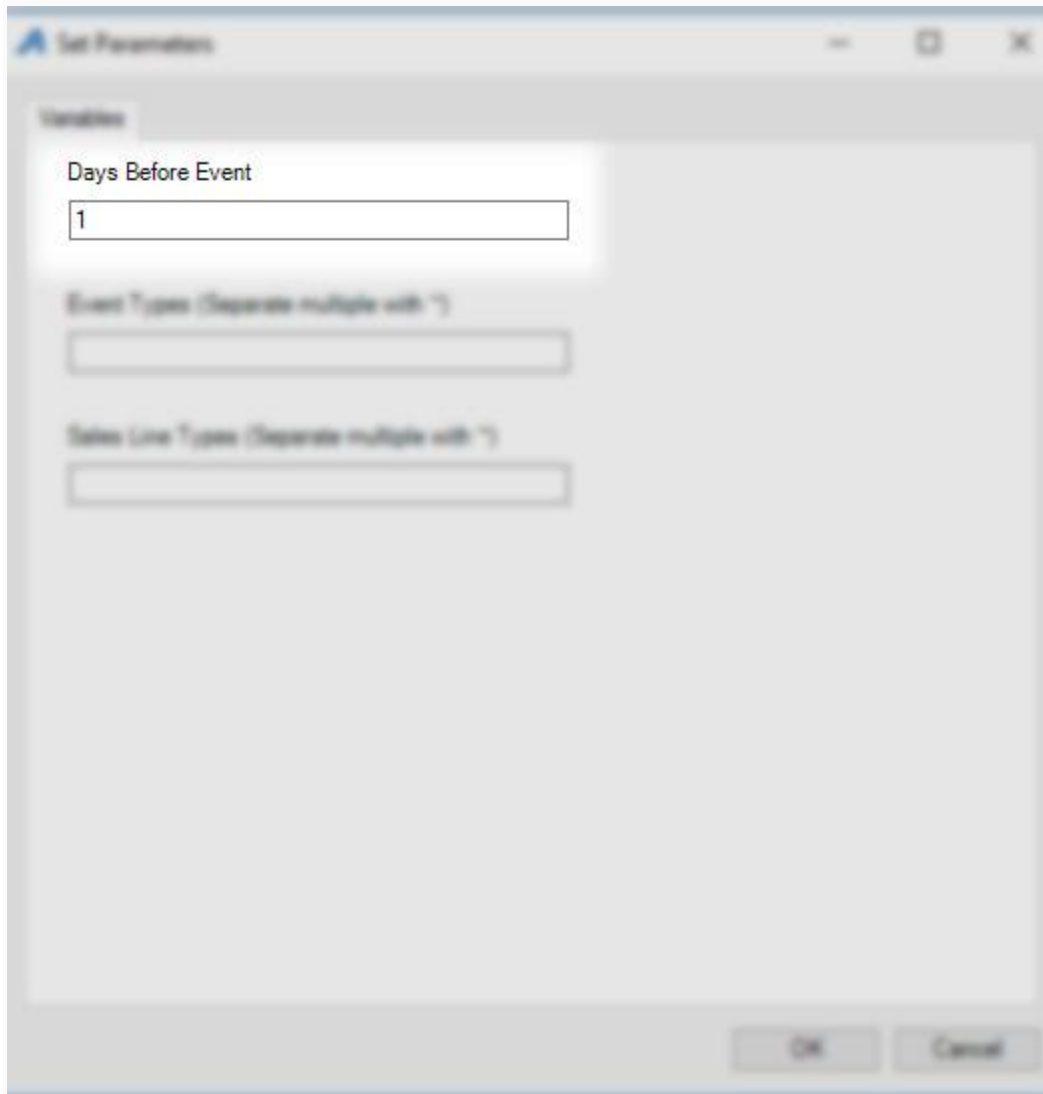




7. On the **DataSet** tab, click **Set Parameters**.

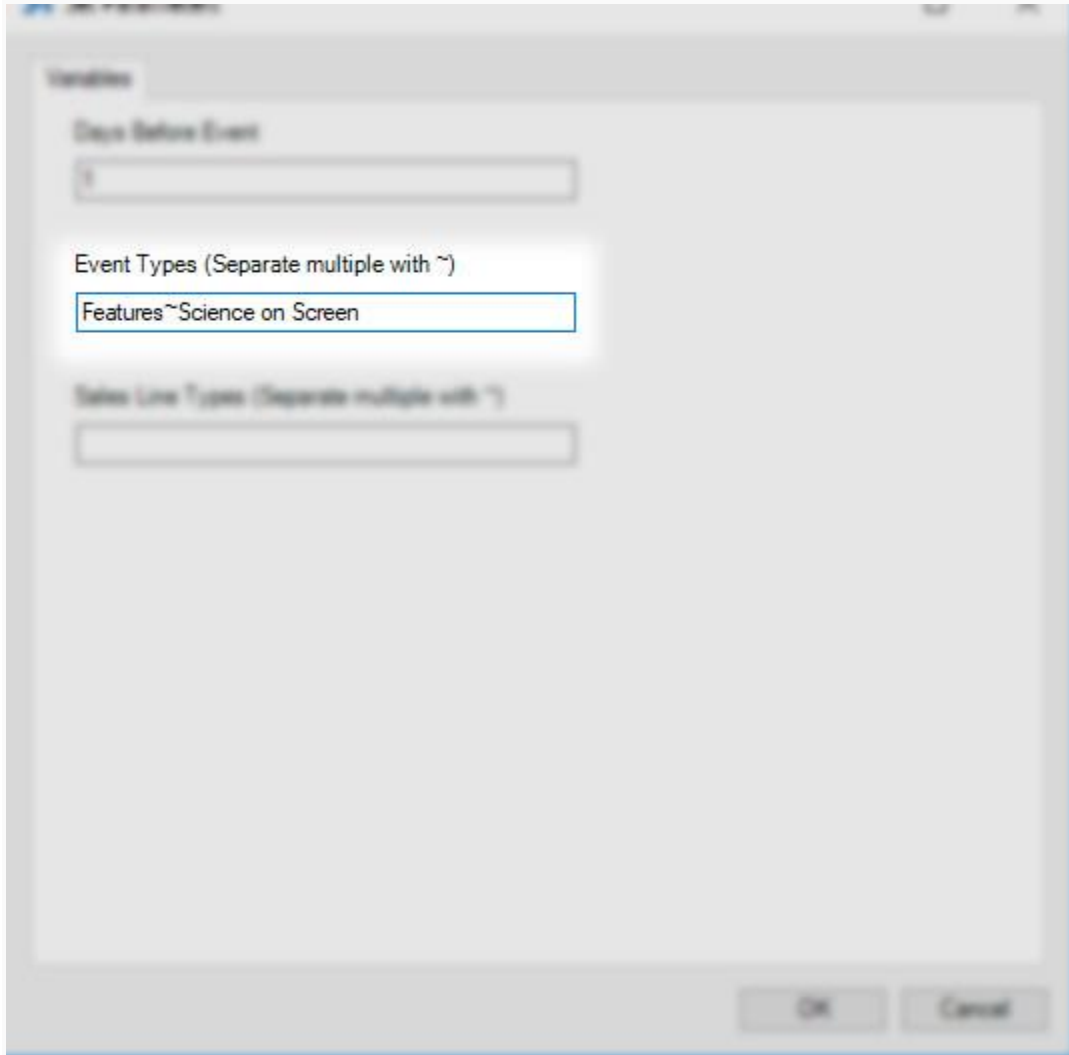


8. In the **Set Parameters** window, choose the number of **Days Before Event** that you wish this email to be sent.



The image shows a screenshot of a software dialog box titled "Set Parameters". The dialog has a standard Windows-style title bar with a blue icon on the left and minimize, maximize, and close buttons on the right. The main content area is labeled "Variables" and contains three input fields. The first field, "Days Before Event", is highlighted with a white background and contains the number "1". The second field, "Event Types (Separate multiple with *)", is empty. The third field, "Sales Line Types (Separate multiple with *)", is also empty. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

9. **Event Types** allows you to only send this email for certain events. If your email can go to all event types, then leave this field blank.

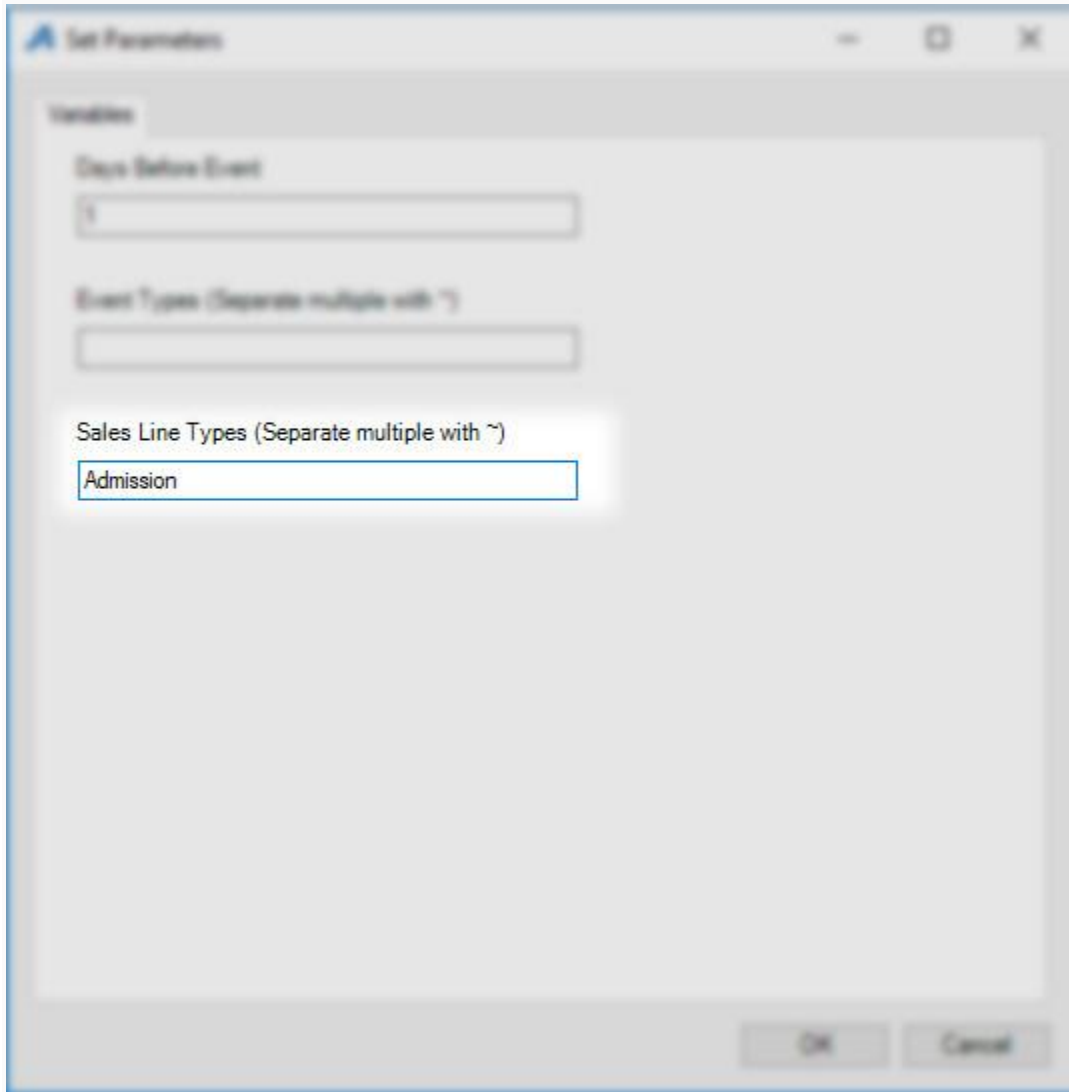


The image shows a software dialog box titled "Variables". It contains three input fields:

- Days Before Event:** A text box containing the number "3".
- Event Types (Separate multiple with ~):** A text box containing the text "Features~Science on Screen".
- Sales Line Types (Separate multiple with ~):** An empty text box.

At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

10. You can also send emails based on a specific **Sales Line Type**. Leave this field blank if you do not wish to send email based on **Sales Line Types**.

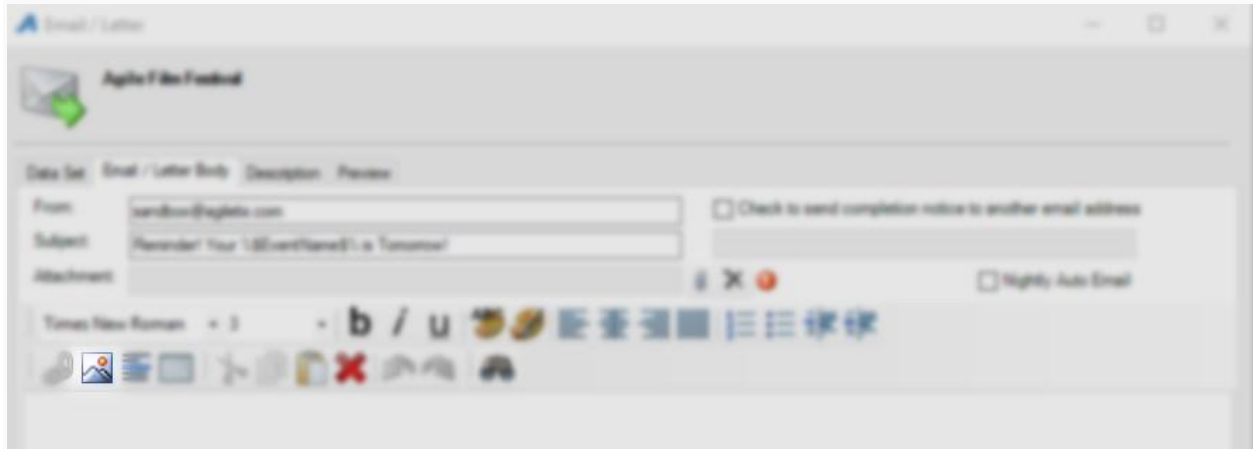


The image shows a screenshot of a software dialog box titled "Set Parameters". The dialog box has a standard Windows-style title bar with minimize, maximize, and close buttons. Below the title bar, there is a section labeled "Variables". Inside this section, there are three input fields:

- The first field is labeled "Days Before Event" and contains the number "1".
- The second field is labeled "Event Types (Separate multiple with ~)" and is currently empty.
- The third field is labeled "Sales Line Types (Separate multiple with ~)" and contains the text "Admission".

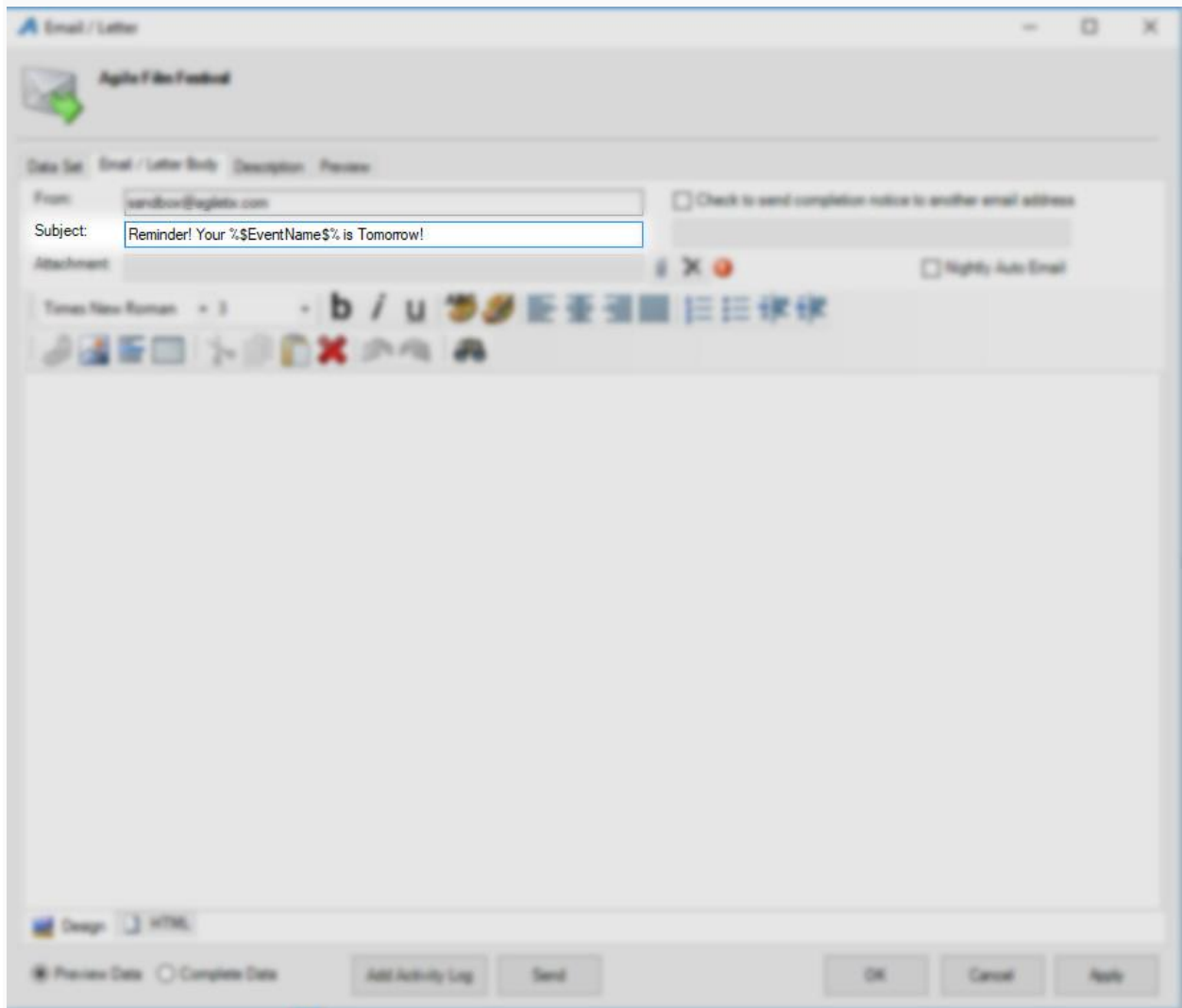
At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

11. Once you have set up your parameters, you can now go to the **Email/Letter Body** tab to start writing your email.

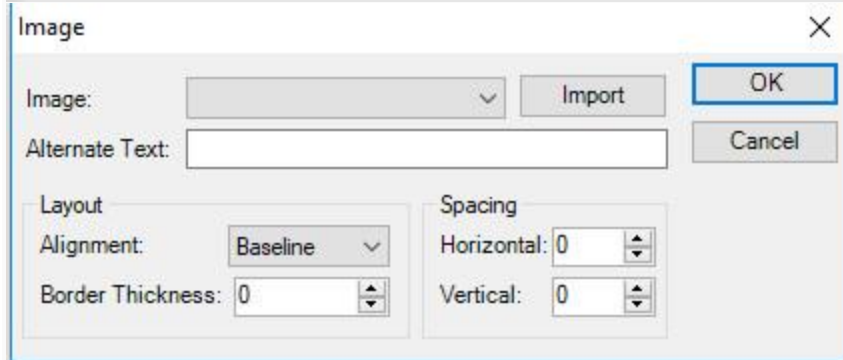
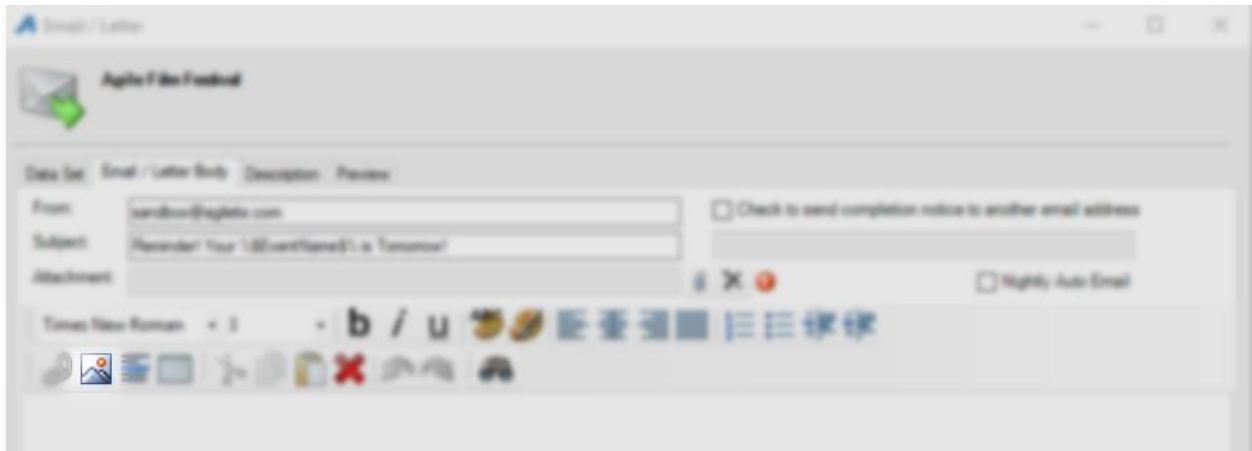


12. Each of the **DataSet Elements** can be merged into your email to allow for specific information to be sent to the customer.

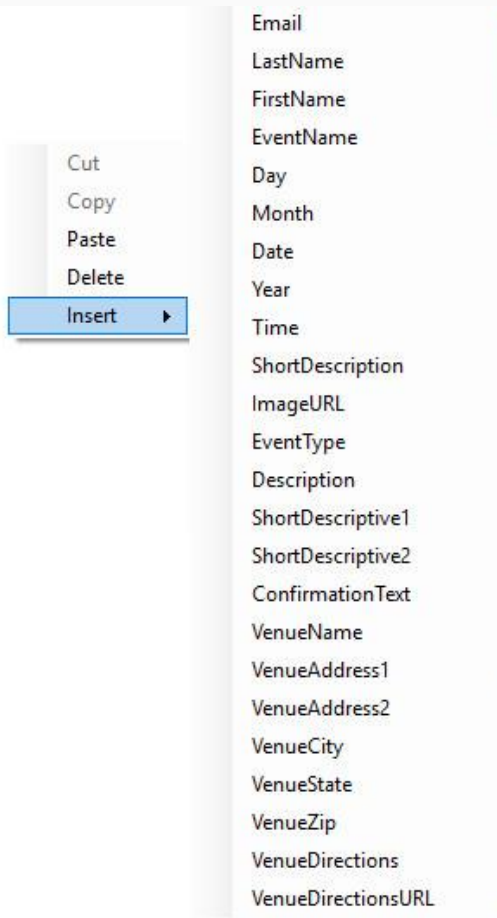
a. Enter the subject of your email. *Note, you can right-click in the subject line and enter an element such as the Event Name that will then populate the title of each event.*



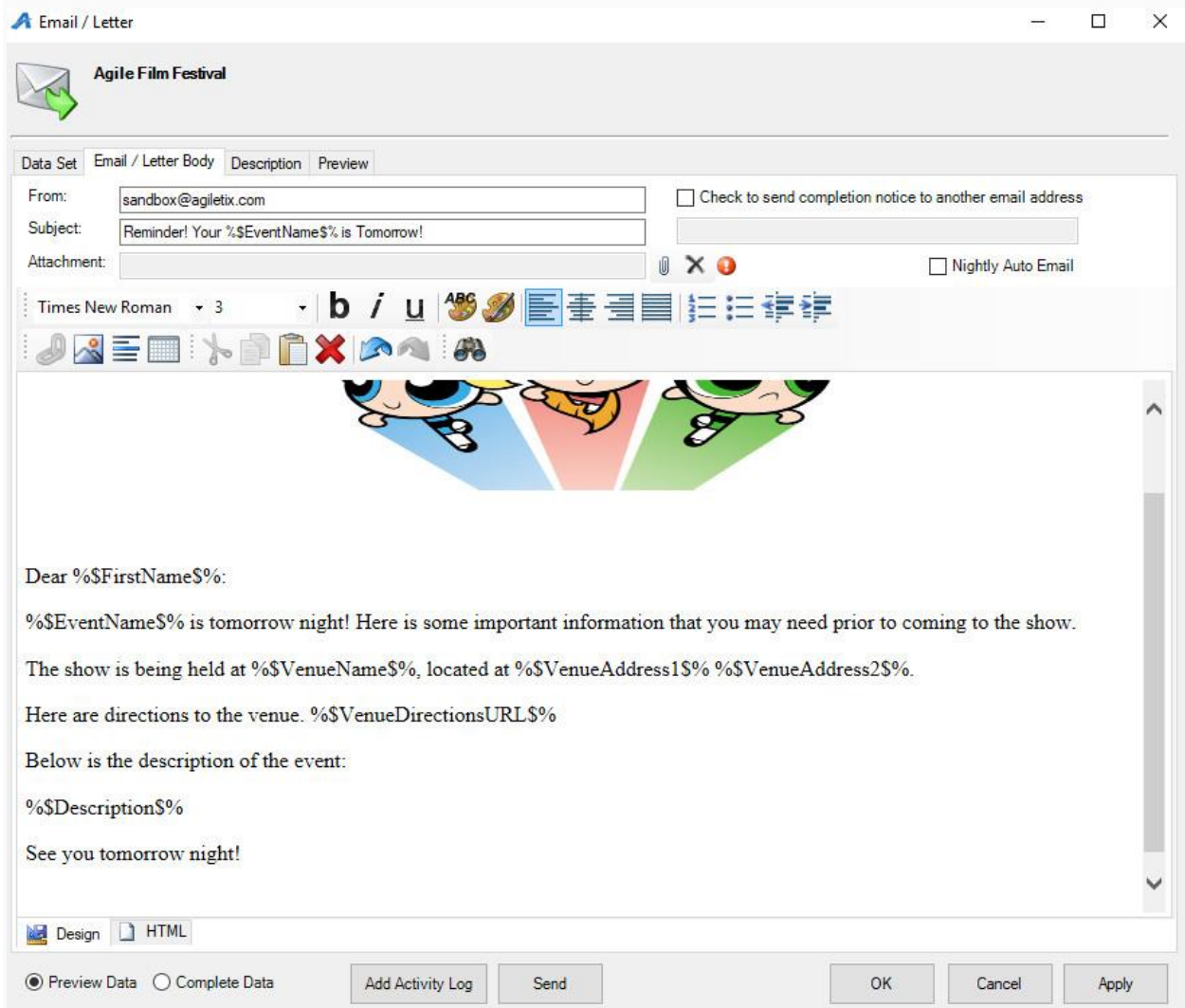
b. If you wish to add an image to the top of the email, such as your logo, click on the **Image** icon. Click **Import** to upload your image, or if your image is already in the image library, click the drop-down to select from the list of images.



c. To Add specific **Elements**, right-click and select **Insert** to see the list of elements that can be added. Elements include the following:



All of these fields can be pulled from the event itself and merged into your email. See the sample image for the **Email Body**.



13. Once you have completed drafting your email, you can either send it yourself by clicking on the **Preview** tab, or you can contact a member of our support team, and they can set up the **Nightly Automation** that will search and for events that fit your pre-set parameters and automatically send the email.