

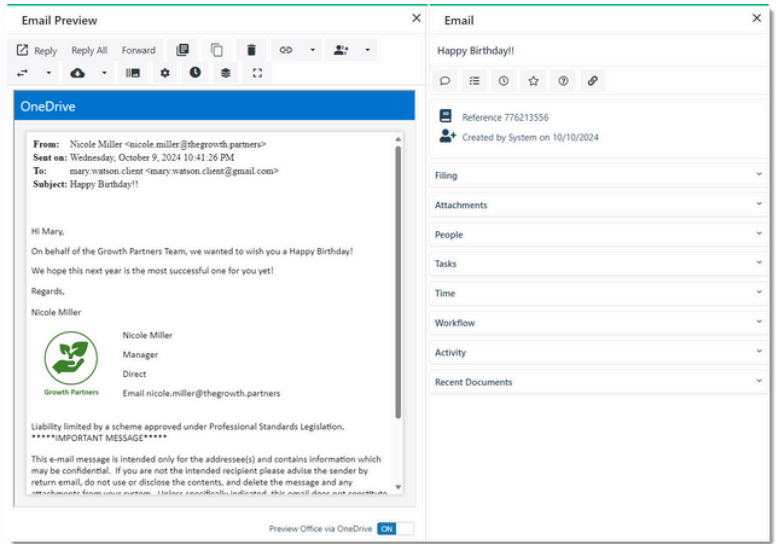


Client Birthday Email Processes

About this automation:

Use this process to auto-create and send Birthday wishes to your clients each year.

- Simply import the sample automation, customise to suit your practice, test and activate!



What's included:

- Automation Process Steps
- Birthday Email Template

FYI: Birthday Email

Auto-create and send birthday wishes email to clients. Update custom Birthday field to following year.

FYI: Birthday Reminder - Initial Update of Client

This process applies date of birth and updates the year on the birthday custom field to the current year

FYI: Birthday Reminder - Update Past Birthdays - Initial Update of Client

This process updated the custom birthday field to next year for any birthdays already been.

Step	Application	Action
# 1	FYI Actions	Create Email <ul style="list-style-type: none"> An Email will be created from the "Birthday Email" template Created email will be immediately sent The document will be Autofiled <p><i>Notes</i></p> <p>Consider updating the Sender to the appropriate User Role.</p> <p>Note: this email is set to Send Immediately.</p>
# 2	FYI Actions	Update Client <ul style="list-style-type: none"> Birthday will be updated

How to import:

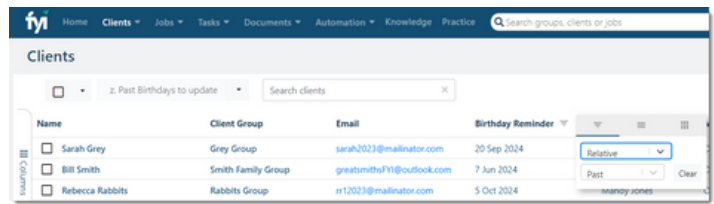
Before you begin, ensure your Client Custom Field, "Birthday Reminder", has been created, and your Client Views, "Birthday" and "Past Birthdays", have been saved in the Client List with the following filters:

"Birthday" View

- Birthday Reminder = Relative, Today

"Past Birthdays" View

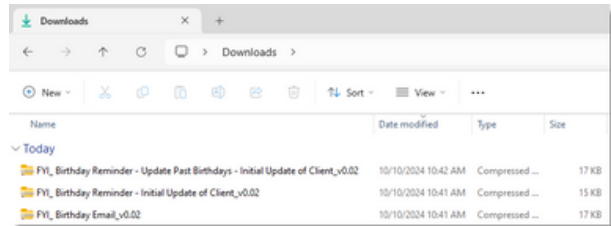
- Birthday Reminder = Relative, Past



Step 1 - Save the import file locally

The first step is to download the zip file provided in FYI's help centre.

Simply save the files locally, for example, in your Windows Explorer Downloads folder. You do not need to extract the files.



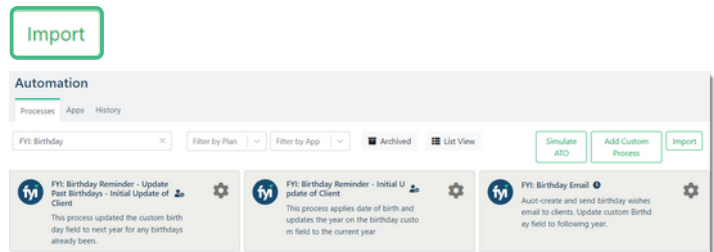
Step 2 - Import the files into FYI

Navigate to the Automations screen and click the Import button on the right-hand side of the screen.

Locate and select your saved "Birthday Process" files and click Open to import the automation.

You can also drag and drop the zip file to the Automation list view.

The Process and Templates will be imported into FYI.



Step 3 - Review the process

Processes are imported with the Status set to Draft.

You can locate the processes by searching for "FYI" in the "Search processes" field.

These processes use the "Birthday Reminder" date custom field and the "Birthdays", "Past Birthdays" custom views in the Client List you created.

Ensure your review and edit the process and steps:

- Review the schedule
- Review the process owner
- Update the Filter and select your corresponding custom views
- Review and update each process step. Specific comments have been added to the steps where action is required. These will display in blue.

Step	Application	Action
#1	FYI Actions	<p>Create Email</p> <ul style="list-style-type: none"> • An Email will be created from the "Birthday Email" template <ul style="list-style-type: none"> ◦ Created email will be immediately sent • The document will be AutoFiled <p><i>Notes</i></p> <p>Consider updating the Sender to the appropriate User Role.</p> <p><i>Note: this email is set to Send Immediately.</i></p>
#2	FYI Actions	<p>Update Client</p> <ul style="list-style-type: none"> • Birthday will be updated

Step 4 - Test and run the automation

You can test a Manual Custom Process directly from the Process itself and this can be done while the Process is still "Draft".

Click the Test button to display a list of the Jobs based on the Filter that has been selected.

From the Select Test, search and select a specific client to run the test for and select Run Test.

When ready, set the Status to Active. Note: Execute Process Steps will require the corresponding process to be Active in order to activate the process.

