How to Set Up Automated Responses



Auto Responses are email responses that can be sent automatically to an event inquiry with predetermined messages that you create based on the event type.

1. Access in EventUp portal.

- Log in to the EventUp Portal > My Listings > Auto Responses. This is where email messages are input.
- Click on Auto Responses to be directed to the new page.
- Choose which venue(s) you would like to set up new responses for and click "New Auto Reply" to get started.



2. Choose event types for auto responses.

- Choose the different event types from the dropdown menu that are offered by your venue that will receive automatic responses. These will be sent when a planner or guest sends in a Request Quote through EventUp and selects the event type.
- Toggle the Enable switch to make sure it is activated so those automated responses will send.

Auto Reply	utomatically be sent to the assigned event type and venue.
+ NEW AUTO REPLY	
Auto Response Porcupine and Bear	,
Enabled	
Provest Trans. Protocol and Addition	
Corporate Event	
Social Event	
Photo/Film Shoot	
Wedding	
Other	
Team Outing	
Engagement Party	
Bridal Shower	
Bat/Bar Mitzvah	
Meeting	
Baby Shower	

Auto Reply Once you set up your auto reply, it will automatically be sent to the assigned event type and venue. + NEW AUTO REPLY		
Auto Response Porcupine and Bear Enabled Baby Shower Hi! Thanks for reaching out to Porcupine and Bear for your upcoming Baby Shower. We are excited about the opportunity to help you family celebrate this new bundle of joy. Here are a few helpful links to get your planning started: Menu options: menu com Linen options:	you and you	Đur
linenanddecorations.com Recommended vendors: vendors.com Our event manager Nicole will be in touch within 48 hours to answ questions and finalize event details. Thank you, Porcupine and Bear	er any	



3. Write your unique auto responses.

When writing your auto responses, it's good to make sure your messages do the following:

- Be specific to the event type(s).
- Be personable and friendly.
- Be helpful and set expectations for the recipient.
- Provide next steps to continue communication.
- Give a manageable and quick timeline for event planners to expect to hear back from you.

Auto Response Body

Hi!

Thanks for reaching out to Porcupine and Bear for your upcoming Baby Shower. We are excited about the opportunity to help you and your family celebrate this new bundle of joy.

Here are a few helpful links to get your planning started:

Menu options: menu.com Linen options: linenanddecorations.com

4. Check back for responses in the EventUp portal.

When it's time to check back to see if people have reached out to your venue, follow these next steps to begin securing your leads.

- Visit EventUp.com.
- Click Inbox from the My Account drop-down menu in the top right-hand corner.
- All messages associated with your listing will be listed in reverse chronological order. Your newest messages will move to the top of the order, with the oldest listed in the last place.
- Begin responding to your messages to follow up after the automatic response has been sent to them!



Still have further questions or need some assistance? Please reach out to <u>support@eventup.com</u> to speak with one of our helpful EventUp experts!