

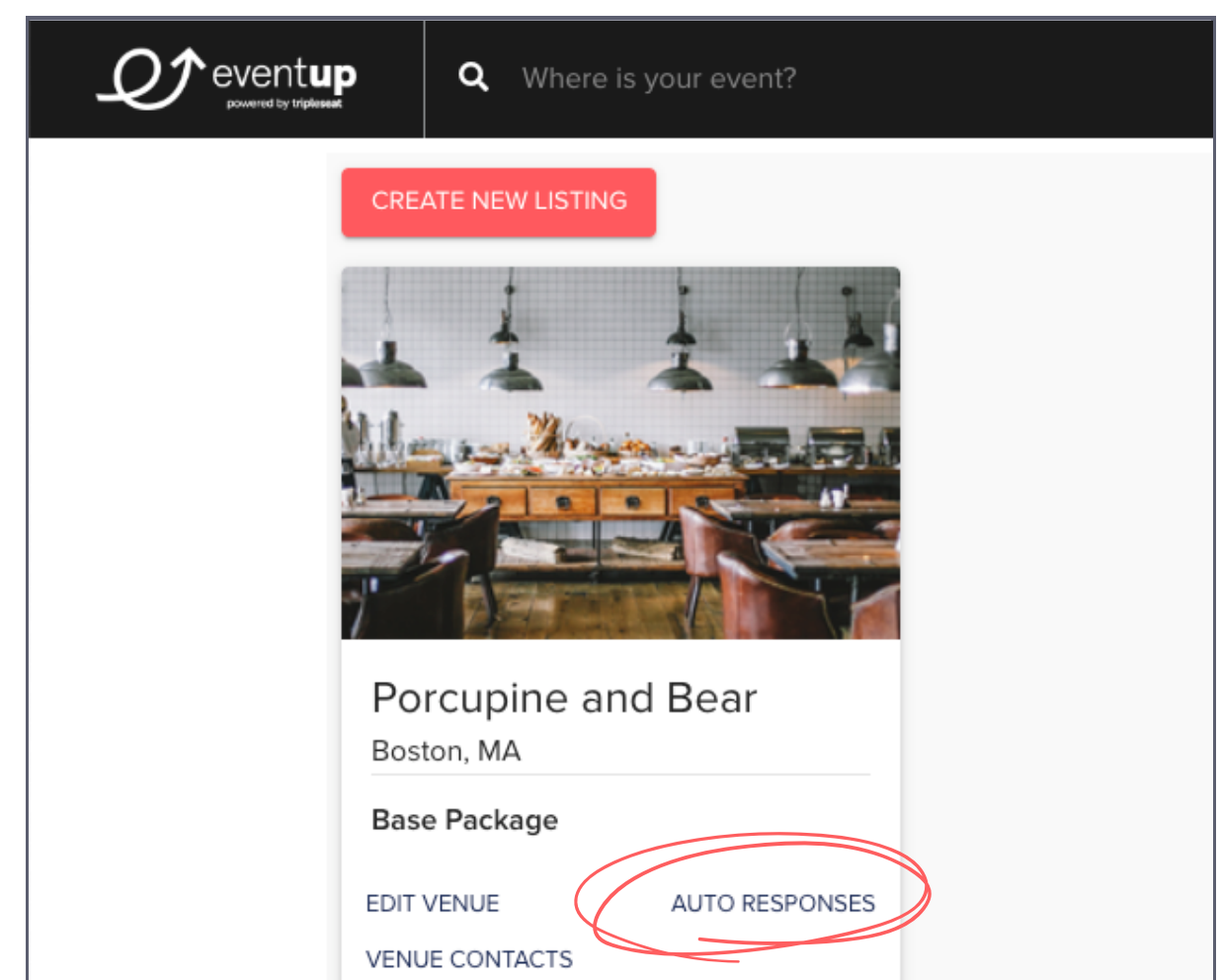
How to Set Up Automated Responses



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

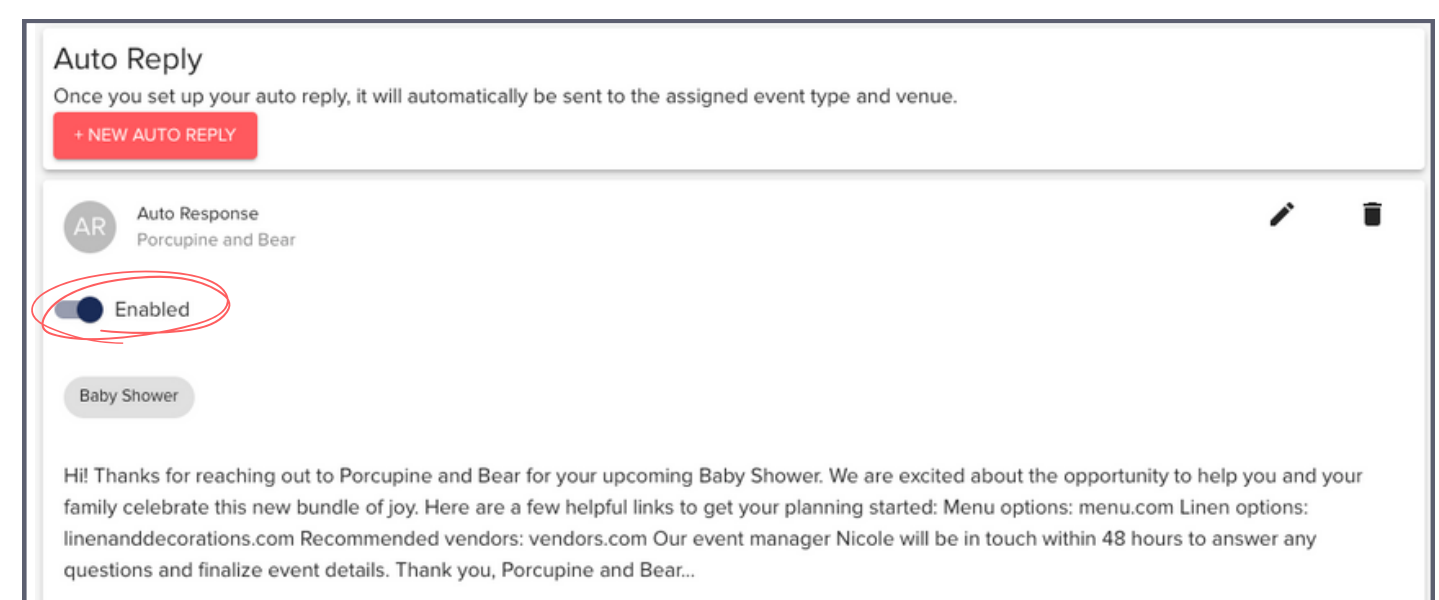
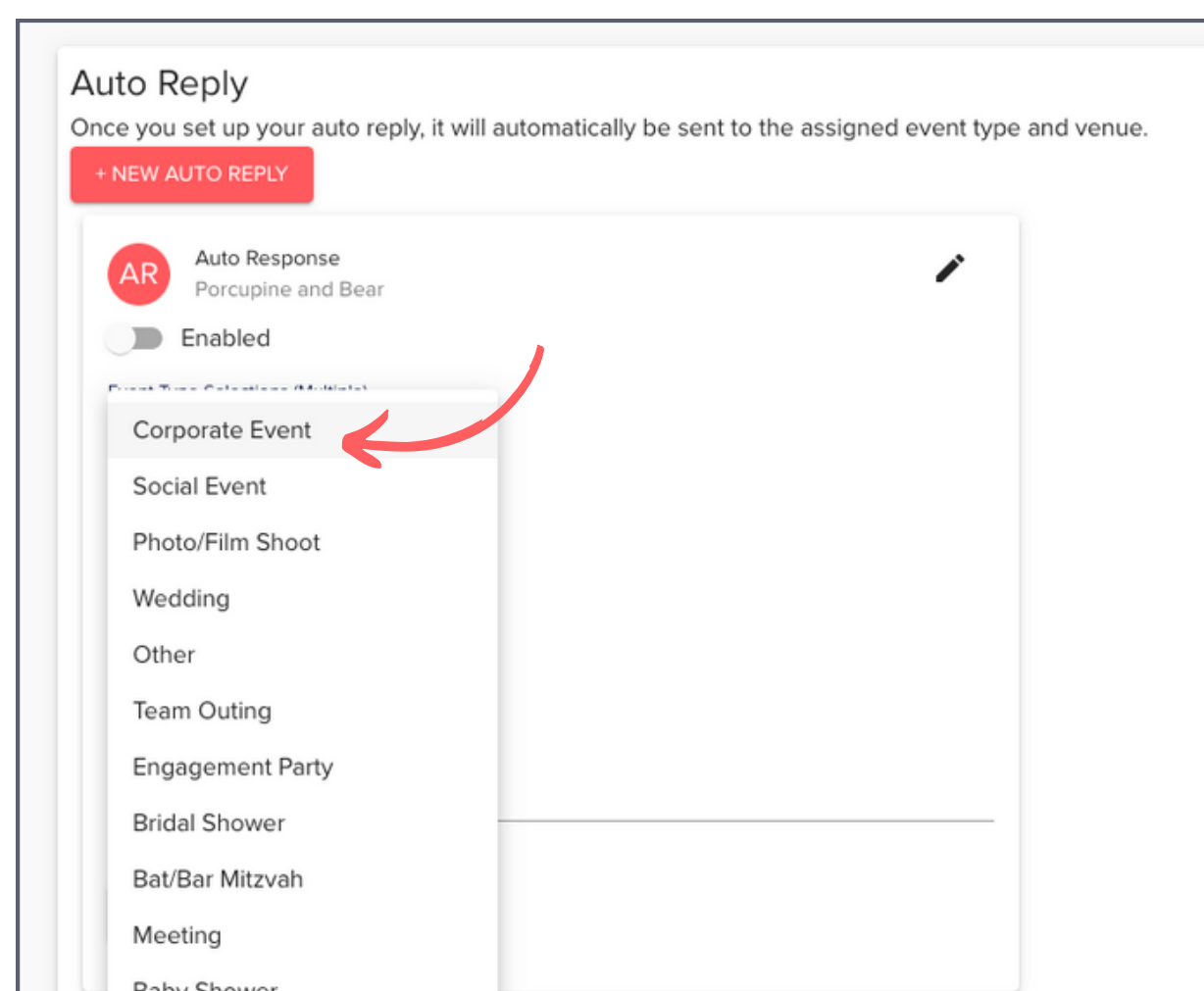
1. Access in EventUp portal.

- 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.



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 support@eventup.com to speak with one of our helpful EventUp experts!