

FEATURE UPDATE | NOVEMBER 2019

Version 2.36.0 Update

Effective November 21st, 2019, Dealer Admin™ (dealer.securecomwireless.com) is updated to Version 2.36.0. The following feature is available:

Feature

Email Campaigns

Maximize your company's customer engagement, increase earning potential, and decrease attrition with Email Campaigns from Dealer Admin. The Email Campaigns feature enables you to send pre-composed emails to customers who aren't using the Virtual Keypad™ app or don't have features like automation, sensor activity, user code management, video doorbells, video cameras, or video verification enabled on any of their systems. Email campaigns are only available to Dealer Admin users with permission to access **Dealer Settings**.

Emails can be sent once per week. Your company logo, phone, and email address are automatically inserted into each pre-composed email, along with a contact button. When a customer presses the button, they are redirected to a Thank You page and their information is automatically populated in **Customer Referrals**. Customers can opt out of email campaigns by selecting the opt out link in the email. You can opt customers out of email campaigns from the **Customer Summary**.

Opt a Customer Out of Email Campaigns

To opt a customer out of email campaigns, complete the following steps.

1. Find the customer that you want to edit and select their name.
2. The **Customer Summary** page opens. Press **Edit**.
3. Select **Exclude from Email Campaigns**.
4. Press **Save**.

Open an Email Campaign

To open an email campaign, complete the following steps.

1. Go to **Settings > Dealer > Email Campaigns**.
2. In the row of the email that you want to preview, select **Preview**.
3. In the row of the email that you want to send, select **Send**.
4. A dialog pops up to confirm your decision. The number of customers who will receive the email is displayed in the dialog. To send the email to qualifying customers, press **Send**.

Improvements

Customer Referrals

The number of your open customer referrals is displayed with a badge on the **Customer Referrals** menu item.

On the **Customer Referrals** page, a new **Source** column in the referrals table lists whether the referral came from the app (Refer a Friend) or from email (Email Campaigns).

Customer Summary

A new **Email Campaigns** field has been added to the customer overview at the top of the **Customer Summary** page. The field indicates whether the customer is **Included** or **Not Included** in email campaigns. For more information, refer to "Opt a Customer Out of Email Campaigns".