

Email templates

SmartBilling tries to automate as much as possible. Email management is key for efficiency. We have created email templates that could be selected in multi language options, that could be used to reply automatically or used by the teams that are managing the key departments of the company such as Sales, Customer Service or IT services. See the example of the email setting up module.

In the example below, we have created an infrastructure of emails to respond suppliers, customer invoicing issues, customers in general, sales leads, technical tickets, customer orders and customer credit activities:

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To create a new email template just click on ?Add Activity Template?, and SmartBilling allows you though its flexibility to create your own email management system. The next page is self explanatory and friendly user. Just fill the information in the boxes:

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