How to setup customized Auto Responder emails

Logon to the Autoclick CRM tool and click on Admin in the Navigate Bar on the left hand side of your screen. Then click on the green arrow next to your dealership name and select Email/Word template setup. On the templates tab (select a template) click create new template.

If you would like to setup an Auto Responder that will go out to your clients that have submitted an Autoclick Credit Application enter the following into the Template Description field: Credit App Auto Responder.

If you would like to setup an Auto Responder that will go out to your clients that have submitted a Contact Us form on your website, enter the following into the Template Description field: Website Contact Us Auto Responder.

Then type in a subject to your email and compose the body of your email.

Two things to note when creating an email template:

1.) To single space hold down the shift key and hit enter.
2.) You can use the data tags (minus inventory tags) when creating a message – simply select the data tag in the dropdown menu - put the cursor in the email where you would like your data tag and click on Insert.

When you are done creating your email click the Save button – once you click the save button this email auto reply will go out for all future applicants/contact us inquiries. Do not save a template with the description: Credit App Auto Responder or Website Contact Us Auto Responder if you do not complete the email as the system will start sending this template out once it is saved.

If you have any questions about this process, please feel free to contact your Autoclick representative by emailing support@autoclick.com.