New Customer Onboarding

Description

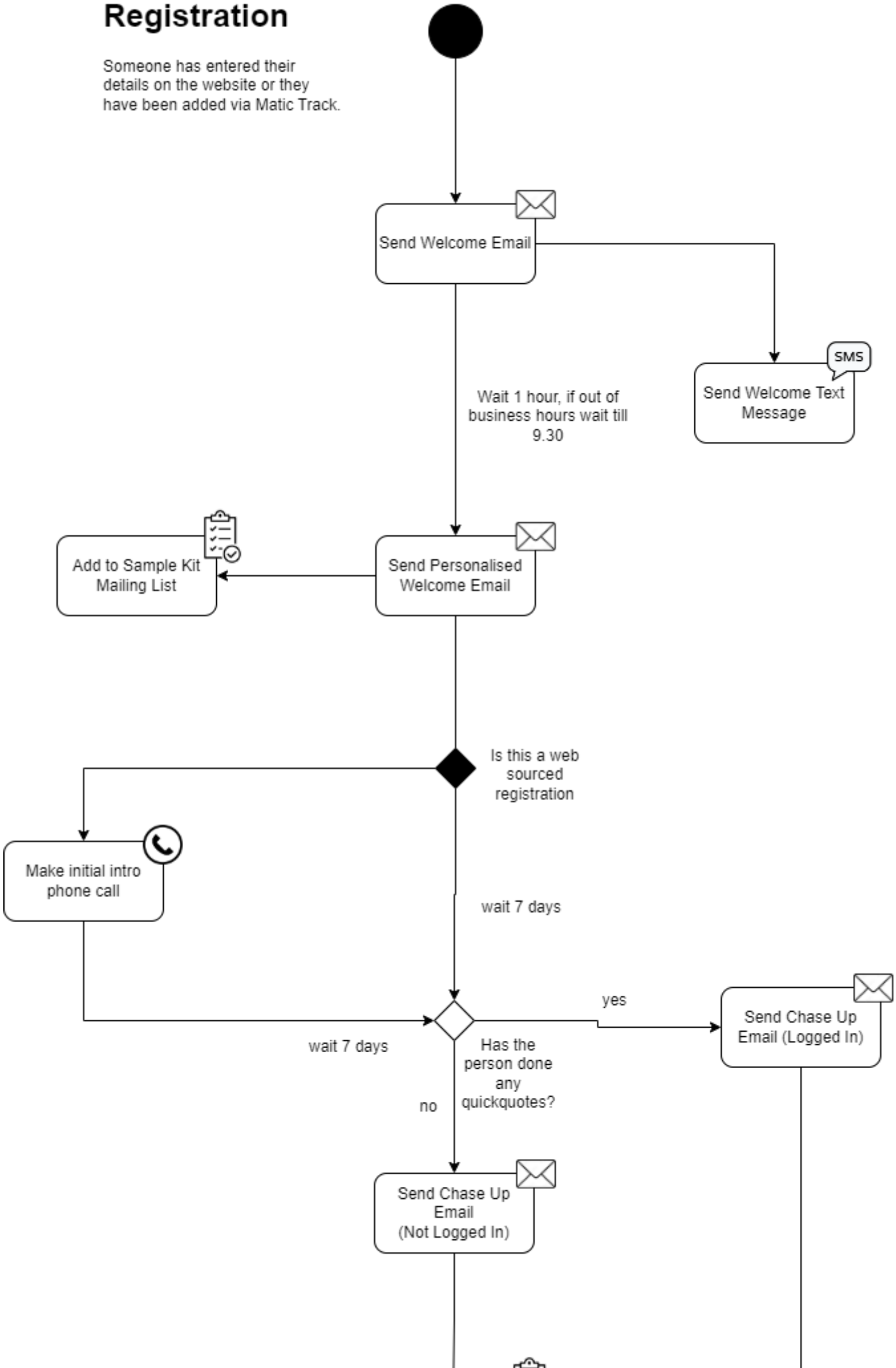
New Customer Onboarding Cycle is split into three customer journeys.

New Registration

This journey covers the system automation from the first week of a customers data entry into the MaticTrack. It also kick starts the the two follow on journeys.

New Registration

Someone has entered their details on the website or they have been added via Matic Track.



Email Content

Welcome Email

Large Format Trade Print Service - View web version

raphicwarehouse TRADE ONLY!

Sell Large Format Print, Easily

WELCOME NAME

Thanks for signing up to Graphic Warehouse!

One of our lovely customer service team will be in contact soon for an introduction. So keep one eye open for our phone call!

In the meantime feel free to have a browse of the website or if you have any specific needs give us a phone call on [phone].

PORTABLE FLAG SYSTEMS



Welcome SMS Message

> Thanks for Signing Up to Graphic Warehouse! One of our lovely sales team will give you a call soon to discuss how you are getting on!
> http://graphicwarehouse.co.uk

Personalised Email

Hi [[forename]],

I see you've signed up to our website Graphic Warehouse!

Just a quick email from me to welcome you personally. Our purpose is to make life easier for our Staff, Customers, Suppliers and Local Community so I'm hoping I can make your life easier by working with us!

We've got over 200 wide format products online that you can price up instantly (everything from Flags & Banners through to over 20 different rigids we print directly to).

Also we've still got our traditional hat on! So you can phone us if you want to talk to someone if you're requirements are a bit bespoke or you need a custom price... or just a general price we love chatting.

My details are below but you can call the customer service team on [[phone]] or we're on live chat from 09:00 to 17:00 Monday to Friday.

I'll give you a phone call in the next couple of minutes just to see how we can fit in to your life.

--



[user]
[company]

+44 (0) 844 209 2274 | +44 (0) 77285 197 080
[email] | 9 Hagmill Road, Coatbridge, Lanarkshire, ML5 4XD
Graphic Warehouse

maticmedia



The contents of this e-mail are intended for the named addressee only. It contains information which may be confidential and which may also be privileged. Unless you are the named addressee (or authorised to receive for the addressee) you may not copy or use it, or disclose it to anyone else. If you received it in error please notify us immediately and then destroy it. The contents of this message may contain personal views which are not the views of Matic Media / Graphic Warehouse, unless specifically stated. Matic Media is the registered trading name of Matic Media Services Ltd.

Personalised Email - Follow Up - Logged In

Hi [[forename]],

How have you been getting on? I see you've logged into the website since our last chat which is good to see.

Anything of interest you want me to look at?

--

Best regards,

[user]
[company]



The contents of this e-mail are intended for the named addressee only. It contains information which may be confidential and which may also be privileged. Unless you are the named addressee (or authorised to receive for the addressee) you may not copy or use it, or disclose it to anyone else. If you received it in error please notify us immediately and then destroy it. The contents of this message may contain personal views which are not the views of Matic Media / Graphic Warehouse, unless specifically stated. Matic Media is the registered trading name of Matic Media Services Ltd.

Personalised Email - Follow Up - Not Logged In

Hi [[forename]],

How have you been getting on? I see you've not have a chance to log in since we last talked.

Anything you need me to look at in the meantime?

--

Best regards,

[user]
[company]



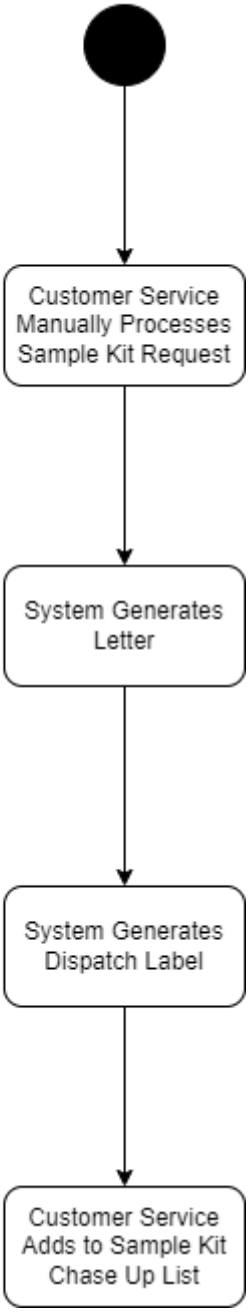
The contents of this e-mail are intended for the named addressee only. It contains information which may be confidential and which may also be privileged. Unless you are the named addressee (or authorised to receive for the addressee) you may not copy or use it, or disclose it to anyone else. If you received it in error please notify us immediately and then destroy it. The contents of this message may contain personal views which are not the views of Matic Media / Graphic Warehouse, unless specifically stated. Matic Media is the registered trading name of Matic Media Services Ltd.

Sample Kit Sent Out

Each new customer is added to the contact

Contact Added to List

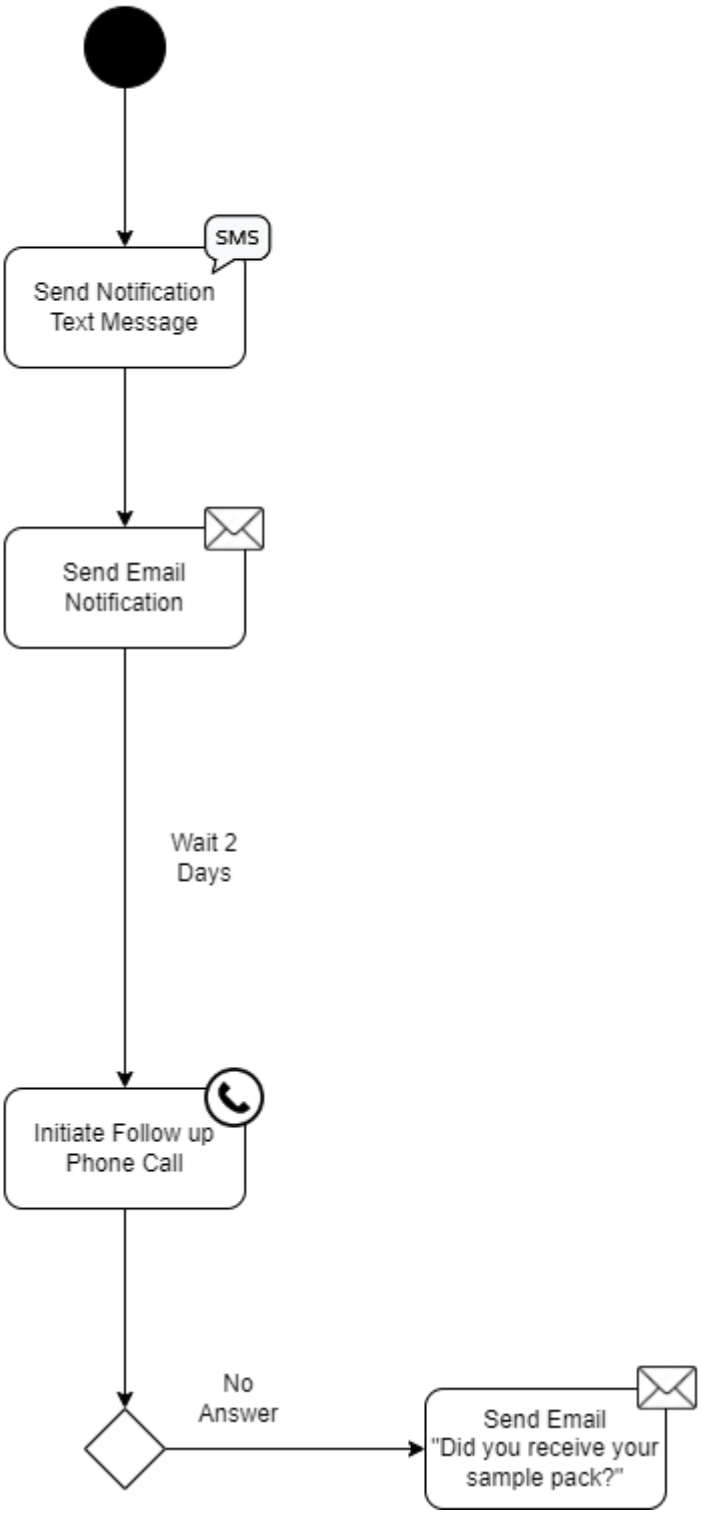
Contact has been added to the Sample Kit List



Sample Kit Chase Up

Sample Kit Chase Up

A customer is added to this list when they have been sent out a sample kit.



SMS Notification

> Hey we've popped you out a sample kit in the post!
>
> It's a big orange box you can't miss it, keep an eye out for it.

> Graphic Warehouse Team

Email Notification

raphicwarehouse
Sell Large Format Print, Easily
TRADE ONLY!



YOUR BIG BOX IS COMING

Keep an eye on the post, we've popped you out our **Big Box of Samples.**

Can't wait to see what's inside?
No worries you can watch our preview video here!



Welcome Letter

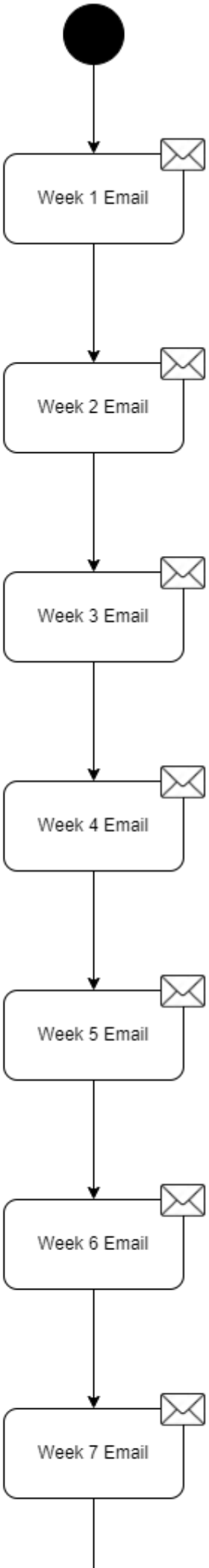
Pdf version: TemporaryLetter.pdf

> [[forename]] [[surname]]
> [[company]]
> [[address1]]
> [[address2]]
> [[city]]
> [[postcode]]
> [[region]]
>
> [[forename]],
>
> Thanks for signing up to Graphic Warehouse – Wide Format Trade Print. Hopefully now you've had a chance to play around on the website.
>
> This sample kit contains our most popular materials, they are all unbranded so you can use them as you want.
>
> If there's something bespoke you'd like for your sample kit or you'd like your own branded box to store them in give us a call on [[phone]].
>
> Regards,
>
> [[user.name]]
> [[user.role]]

Generic Marketing Campaign

Generic Marketing Campaign

The generic marketing campaign



Revision #10
Created 2 March 2023 14:31:43 by Admin
Updated 5 April 2023 12:26:13 by Admin