Info email from GetHelpMail.com

There's a website called FindHelpMail.com, which connects people who need help with an appropriate agency/group. We receive emails from them in our Info account. The following describes how to handle these emails:

- Assign the ticket to the Clients group
- Go to the Clients group and open the ticket
- Check to see if the email includes the client's email address. If it doesn't, you have 2 options
  - Just close the ticket
  - Call the client to get an email address.
- Change the email address to the client's email address, which is in the GetHelpMail email.
- Update the ticket
- Click on Reply to Email
- Select the "How to Obtain a Referral to Fresh Start" message, which will tell them how to go about getting a referral.
- Send the mail
- Close the ticket

Revision #1
Created 15 January 2024 20:39:52 by Geoff Schultz
Updated 15 January 2024 20:51:02 by Geoff Schultz