

Using Activities

The **Activities** module in ResellPortal CRM allows you to schedule, track, and manage all interactions and tasks related to your business. From emails and meetings to calls and tasks, the Activities module ensures that you stay organized and never miss an important follow-up. The built-in calendar provides a centralized view of your upcoming commitments. This guide will walk you through each component of the Activities section.

1. Navigating to the Activities Module

1. Log in to your ResellPortal CRM dashboard.
2. Locate the main navigation menu on the left-hand side.
3. Click on **Activities** to access the module.

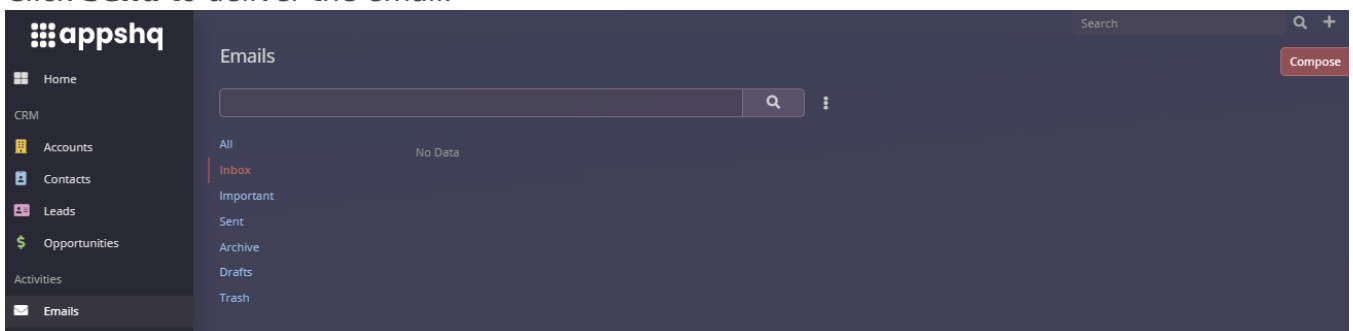
You will see a categorized list view of emails, meetings, calls, tasks, and other scheduled activities.

2. Managing Emails

Emails are a crucial part of client communication. The CRM allows you to send, receive, and track emails directly within the system.

Sending an Email:

1. Navigate to the **Emails** section under Activities.
2. Click the **+ Compose** button to create a new email.
3. Fill out the required fields:
 - **Recipient:** Add the email address of the contact or lead.
 - **Subject:** Enter a subject line.
 - **Message Body:** Write your email content.
4. Attach any necessary files.
5. Click **Send** to deliver the email.



Compose Email

Send Save Draft Cancel

From *
SMTP is not configured: Personal Email Accounts

To *

CC

BCC

Parent
Account Select

Select Template

Subject *

Body

Attachments

HTML

Tracking Emails:

- Sent and received emails are automatically linked to the associated contact, lead, or opportunity for easy tracking.
- Use the search bar to find specific emails by subject or recipient.

3. Scheduling and Managing Meetings

Meetings help you maintain direct communication with clients or team members. The Meetings section allows you to create and track all scheduled appointments.

Creating a Meeting:

1. In the Activities module, navigate to the **Meetings** section.
2. Click the **+ Create** button.
3. Fill out the meeting details:
 - **Title:** Add a descriptive title for the meeting.
 - **Date and Time:** Specify the start and end times.
 - **Participants:** Add attendees from your contacts or team members.
 - **Location:** Enter the meeting venue or provide a video conferencing link.
4. Save the meeting.

appshq

Home

CRM

Accounts

Contacts

Leads

Opportunities

Activities

Emails

Meetings

Search

+ Create Meeting

Meetings

All

No Data

Meetings > create

Save Cancel

Name *

Parent

Account Select

Status

Planned

Date Start *

16.12.2024 06:30

Date End *

16.12.2024 07:30

Duration

1h

Reminders

+

Description

Scheduler

	Mon 16 December
03:00	
04:00	
05:00	
06:00	
07:00	
08:00	
09:00	
10:00	

Admin

Assigned User *

Admin

Teams

Select

Attendees

Users

Select

Contacts

Select

Leads

Select

Managing Meetings:

- View upcoming meetings in the **Calendar** section.
- Reschedule or update meeting details by opening the meeting record and clicking **Edit**.
- Mark meetings as completed once they are finished.

4. Logging and Tracking Calls

Calls are essential for follow-ups and quick resolutions. The Calls section allows you to log both completed and scheduled calls.

Logging a Completed Call:

1. Navigate to the **Calls** section under Activities.
2. Click the **+ Create** button.
3. Enter the following details:
 - **Subject:** Add a title for the call.
 - **Date and Time:** Specify when the call occurred.
 - **Duration:** Record how long the call lasted.

- **Notes:** Summarize the conversation.

4. Save the call record.

The screenshot shows the 'Calls' section of the appshq CRM. The main form is titled 'Calls > create' and contains several input fields and dropdown menus. The 'Name' field is required (*). The 'Parent' field is set to 'Account'. The 'Status' is 'Planned' and the 'Direction' is 'Outbound'. The 'Date Start' is '16.12.2024' at '06:30' and the 'Date End' is '16.12.2024' at '06:35'. The 'Duration' is '5m' and there is a '+' button for 'Reminders'. A 'Description' text area is provided. On the right, there are dropdowns for 'Assigned User' (set to 'Admin'), 'Teams', and 'Attendees' (Users, Contacts, Leads). At the bottom, a 'Scheduler' table shows the date 'Mon 16 December' and time slots from 03:00 to 09:00, with a red bar indicating a scheduled call at 06:30.

Scheduling a Call:

1. Follow the same steps as logging a call but set the call status to **Scheduled**.
2. Assign a reminder to ensure timely follow-up.

5. Managing Tasks

Tasks help you stay on top of to-dos and deadlines. The Tasks section allows you to create, assign, and monitor progress.

Creating a Task:

1. Navigate to the **Tasks** section in Activities.
2. Click the **+ Create** button.
3. Fill out the task details:
 - **Subject:** Describe the task.

- **Due Date:** Specify the deadline.
- **Priority:** Set the priority level (e.g., Low, Medium, High).
- **Assigned User:** Assign the task to a team member.

4. Save the task.

The screenshot shows the 'Tasks > create' form in the Appshq CRM. The form is divided into several sections:

- Name ***: A text input field.
- Parent**: A dropdown menu with 'Account' selected and a 'Select' button.
- Status**: A dropdown menu with 'Not Started' selected.
- Priority**: A dropdown menu with 'Normal' selected.
- Date Start**: A date picker with a calendar icon and a clock icon.
- Date Due**: A date picker with a calendar icon and a clock icon.
- Description**: A large text area for the task description.
- Attachments**: Two icons for adding attachments.
- Assigned User ***: A dropdown menu with 'Admin' selected.
- Teams**: A dropdown menu with 'Select' selected.

At the top left, there is a sidebar with navigation links: Home, CRM, Accounts, Contacts, Leads, Opportunities, Activities, Emails, Meetings, Calls, and Tasks. At the top right, there is a search bar and a '+ Create' button.

Tracking Task Progress:

- Mark tasks as **In Progress** or **Completed** as you work through them.
- Use filters to view tasks by due date, priority, or assigned user.

The screenshot shows the 'Status' dropdown menu in the Appshq CRM. The menu is open, showing the following options:

- Not Started
- Started
- Completed
- Canceled
- Deferred

6. Using the Calendar

The Calendar provides a centralized view of all scheduled activities, including meetings, calls, and tasks.

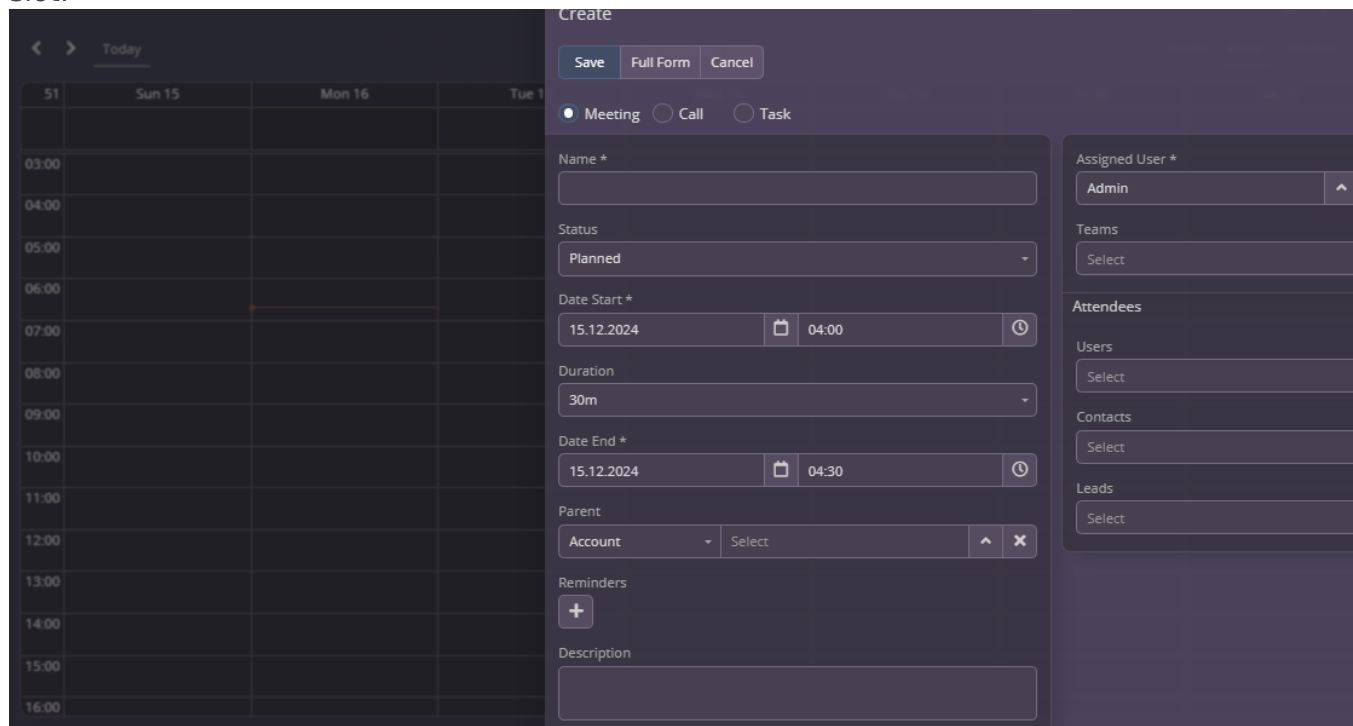
Accessing the Calendar:

1. Navigate to the **Calendar** section in the main menu.
2. Use the **Day, Week, or Month** views to customize your display.



Adding Events to the Calendar:

- Any meeting, call, or task scheduled in the Activities module is automatically added to the calendar.
- You can also create events directly in the calendar by clicking on a specific date and time slot.



7. Best Practices for Managing Activities

- **Set Reminders:** Use reminders to ensure no activity is missed.
- **Prioritize Tasks:** Focus on high-priority items to stay efficient.

- **Document Everything:** Keep detailed records of calls, emails, and meetings for future reference.
- **Collaborate:** Assign tasks and share meeting schedules with team members to enhance coordination.
- **Use Filters:** Leverage filtering options to focus on specific types of activities or timeframes.

By mastering the Activities module, you can stay organized, improve communication, and ensure all tasks and interactions are completed on time. For additional assistance, contact our support team or refer to the full ResellPortal CRM documentation.

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