

HOW TO HANDLE SURVEY EMAIL BOUNCES

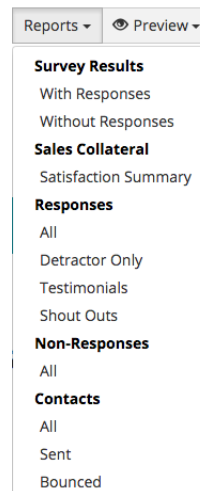
What to do if an Email Bounces

It is important to receive the maximum number of survey responses. Updating bounced emails is essential for your overall response rate and NPS. You can view the number of bounces in the Data Trends tab. You should see something that looks like this:

Average	9.4
Surveys Completed	62
Surveys Sent	129
Email Bounces	1



Download the Email Bounce list from the report menu on the top right of the page. Make sure you have the correct survey selected:



Once you have reviewed the bounced emails and have an updated email, you can edit and resend the initial survey from your MyInavero Account:



Surveys **Contacts** Manage My Issues

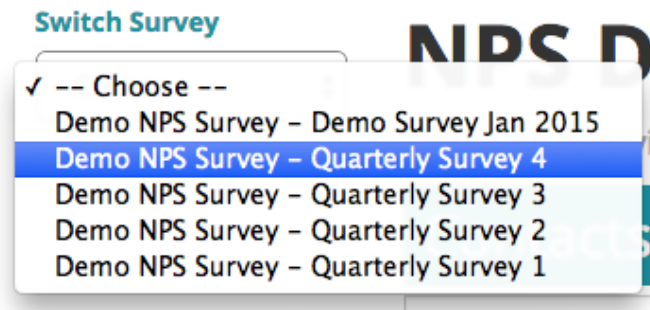


Hover over Contacts,
then click Search

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What to do if an Email Bounces

Once you are on the Contact Search page, click on the menu to the left of your screen to select the survey where you will be updating the bounced emails:



You can search for a specific contact in the search field and click directly on their name to edit their contact info:

Edit Gerald Kennedy

SURVEY LINK

<https://t.inavero.com/tevmcdc/306?lang=en&cid=tbc6b6818f7234f4bba8c3a9d5da7a65b>

UNSUBSCRIBE LINK

<https://manage.inavero.com/unsubscribe/project/tbc6b6818f7234f4bba8c3a9d5da7a65b>

FIRST NAME

Gerald

LAST NAME

Kennedy

EMAIL

gerald.kennedy@inavero.com

COMPANY

Napster

TITLE

Title

PHONE

677-077-3722

SIGNATURE NAME

Signature Name

SIGNATURE TITLE

BRANDS

NPS Demo x

BRANCHES

Software Development x

REGIONAL MANAGERS

Jim Halpert (Southwest) x

SALES MANAGERS

Darryl Philbin x

TAGS

101 to 199 x

EMAIL NOTIFICATIONS

Select basic alerts

LANGUAGE

English

Bounced

Ask Testimonial

Update email address here



HOW TO HANDLE SURVEY EMAIL BOUNCES

What to do if an Email Bounces

Once you've updated their email address in the email field, you should see this box directly under the email field:

EMAIL

 Re-send Survey Invitation Email

Leave the "Re-send Survey Invitation Email" box checked and click the orange save button at the bottom of the screen to re-send the survey to the correct email address and you're all set! The system will automatically send the initial survey to the updated email address.

EMAIL

 Re-send Survey Invitation Email

COMPANY

TITLE

PHONE

SIGNATURE NAME

SIGNATURE TITLE

