Release Notes

InTouch Follow-Up v5.17.0

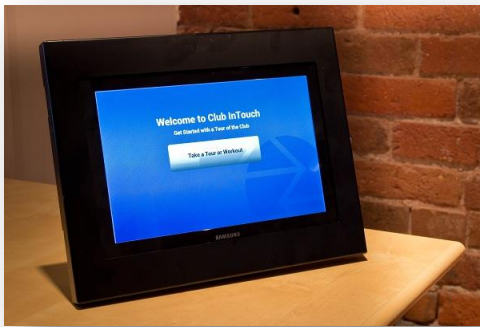# Contents

1 Product Release Information

Product	InTouch Follow-Up
Release number	5.17.0
Release date/details	December 12, 2012 9:20pm PST Possible downtime of up to 60 minutes
Contact	For more information, please contact support@intouchfollowup.com

2 New Features

2.1 *InTouch Follow-Up Kiosk - Now Shipping*

InTouch Technology is pleased to announce that our customers can now order the InTouch Follow-Up Welcome Kiosk to install and prepare for your New Year sales rush so you can:

- **Sell More Memberships** - no paper means no leads fall through the cracks
- **Gather Accurate Follow-Up Information** - get the correct mobile numbers and email addresses from all your guests
- **Create Great Personal Touches** - start a personal relationship while guests answer some basic questions.
- **Free Up Staff** - paperless liability waiver means your front desk can focus on serving members

For more details visit www.intouchfollowup.com/kiosk/

2.2 *View Text Responses to Appointment Alert Texts*

(Note: this feature is only available to customers in our North American locations due to our third party SMS provider, we will be working with other providers in 2013 to be able to offer this feature to more of our customers worldwide.)

Many of our customers realize how important it is to use the InTouch Text Appointment Alert feature which sends a text message reminder to your leads and members the day before their appointment, because this increases the show rate for appointments.

We have noticed that some of those leads and members attempt to send a text back to you at the club but until now you have been unable to read the reply.

GREAT NEWS: - InTouch Follow-Up will now alert your Lead Owner that a new text message has been received from a lead or member. The Lead Owner will be alerted either via email (default setting) or Text message (optional setting) to the contact details that are registered in their staff user account or you can login to InTouch Follow-Up and click on the header banner notification.

2.2.1 How to see Text alerts in InTouch:

1. The Text notification icon appears in the header banner wherever you are in the application. It will show the number of Text message notifications that are waiting to be read or still require action. (This number updates every time you click the icon or every 15 minutes when it is not clicked)
2. Click on the icon to view a list of received messages pending showing who sent the message and who the lead or member owner is for that sender.
3. Click on the lead or member name to view the message
4. The contact dialog opens at the NEW Messages tab
5. New Messages and messages that have not been marked as read are highlighted in blue.
6. When you have read the message and have taken any necessary action for this lead then click the "Mark as Read" button so that the message gets removed from the Text notifications list. (However if you want to leave the message in your notifications to remind you to action it later the message will stay there until you click "Mark as Read").
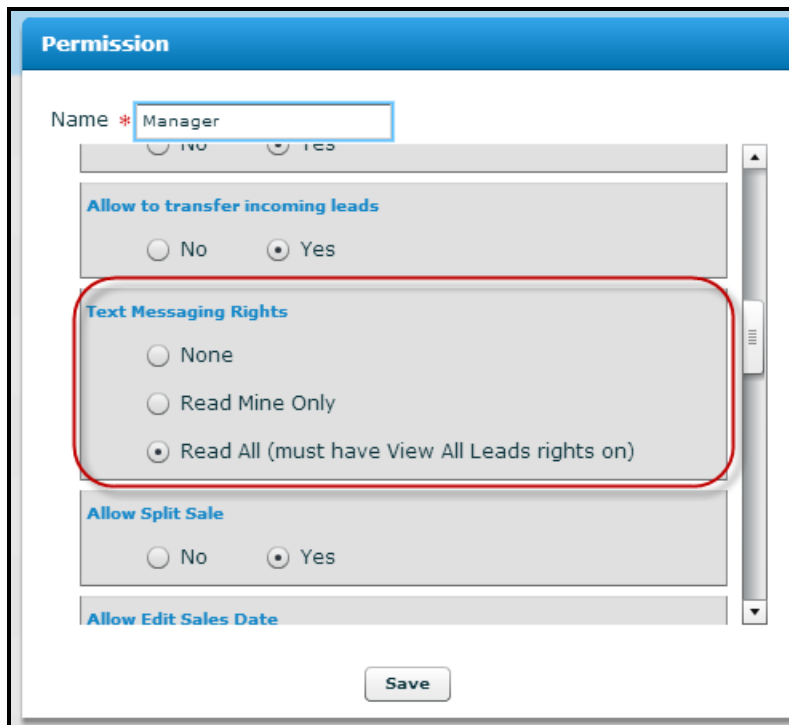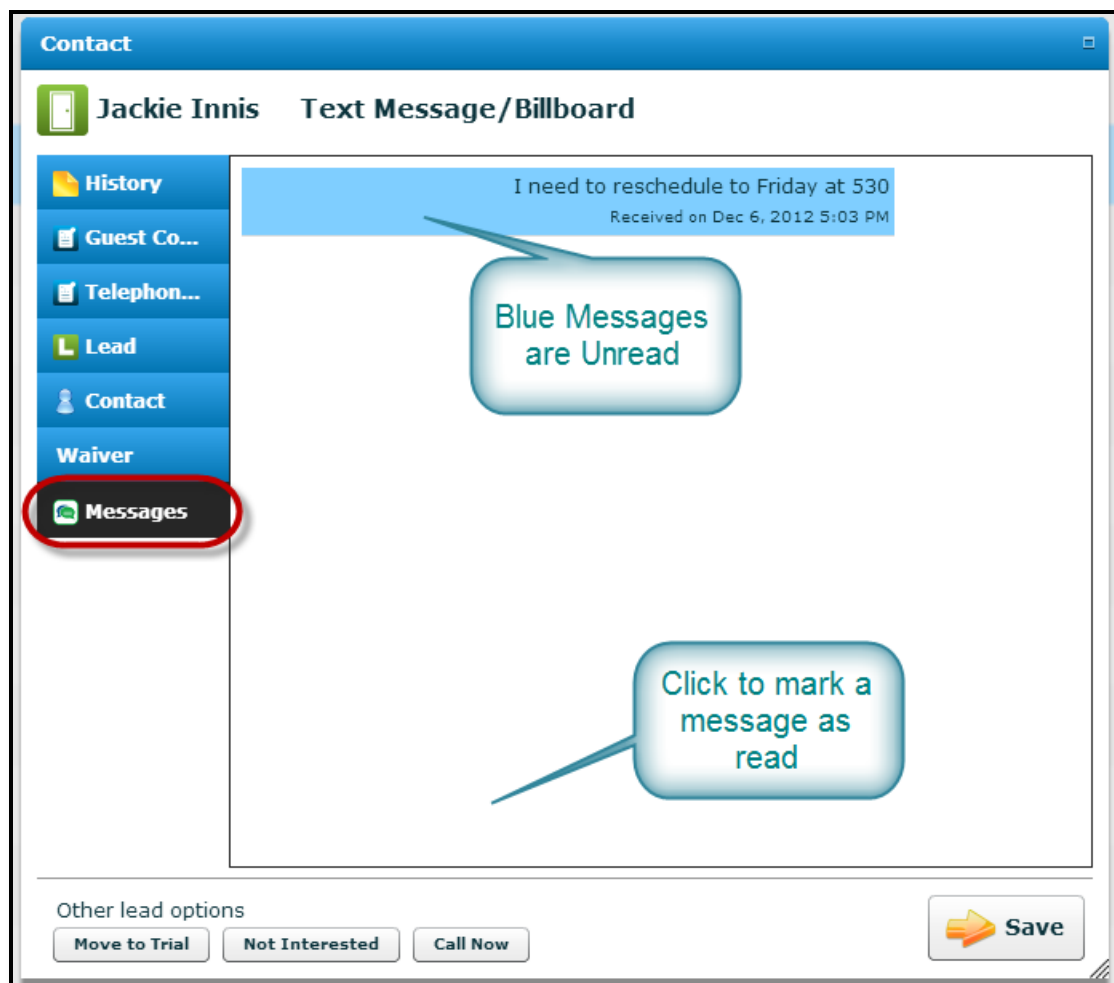
(Note: A Lead Owner or Member Owner is usually only set to see their own Leads' or Members' text replies, whereas a manager can be set up to read ALL text messages (see Staff permissions settings for how to set this up)

(Note: Only the most recent 50 text messages will appear in the text notifications list, please ensure you mark messages as read to remove them once you have actioned them.)

(Note: Reply to incoming Text Messages - this feature is clearly the next step that you will want in InTouch and has been scheduled for development in Q1 of 2013)

2.2.2   How to set Staff permissions for receiving Text messages

You can set permissions for staff to be able to read text messages from their own leads or members, ALL Leads or members or not to be able to read text messages at all.
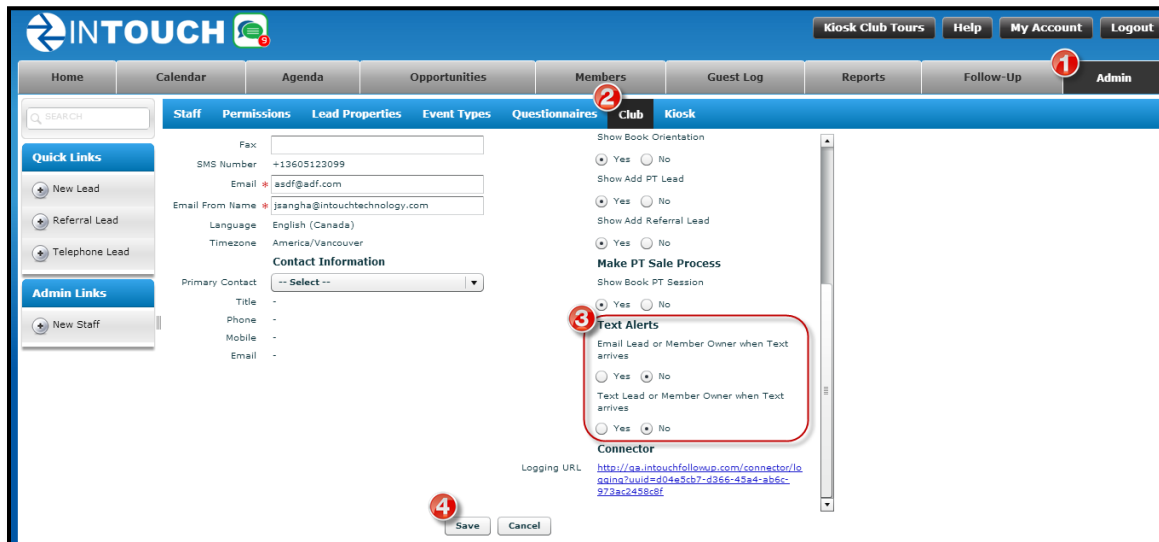

1. Click the "Admin" Tab
2. Click the "Permissions" Tab
3. Click the Role whose permissions you want to change
4. Scroll to "Text Messaging Rights"
5. Click "Read Mine Only" for Lead or member owners
6. Click "Read All" (usually for managers)
7. Click "None" for staff users who should not be able to read messages

2.2.3 **How to set up or change alerts to staff via email or text when new Text messages are received**

1. Click the Admin tab

2. Click the Club tab

   a. Click Edit

3. Scroll to the Text alerts

   a. Click Yes/No on "Email Lead or Member owner when Text arrives

   b. Click Yes/No on "Email Lead or Member owner when Text arrives (if you click Yes you will receive a reminder that text messages will incur SMS fees- click continue to accept or cancel to go back)

4. Click Save to save your settings or click Cancel to revert back to original settings.

Note: By default when this feature is released the email alert is set to Yes and the Text alert is set to No.

3 Enhancements

3.1 *InTouch Follow-Up Server Upgrades*

In preparation for the busy sales period most clubs experience in the New Year and in line with the growing number of customers who are now using InTouch Follow-up we are completing a number of server upgrades in December. These upgrades are intended to improve the performance times and maintain the high availability that our current customers are accustomed to even as our usage grows.

Inevitably such an upgrade means that we will have to take the InTouch application offline for a short period while we make changes. We aim to keep these downtime periods to a minimum.

Please look out for and take note of our downtime notices that have been sent out to all InTouch users.