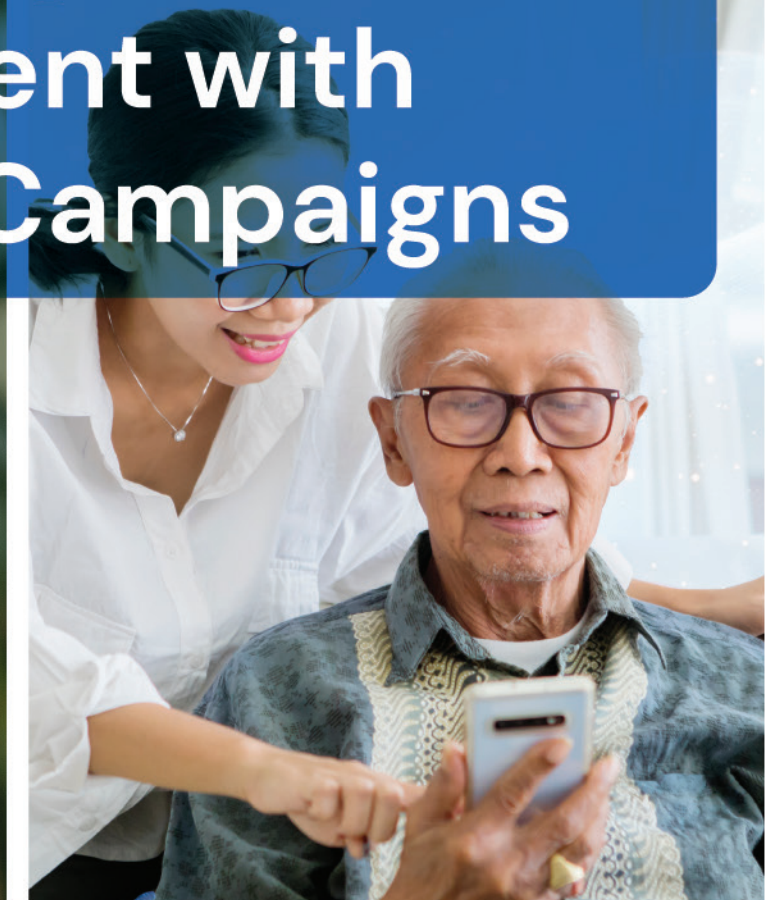
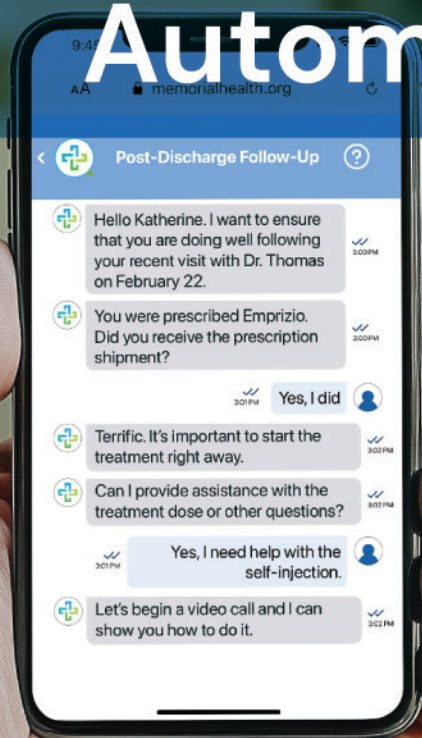


Streamlining Patient Engagement with Automated Campaigns



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Automated Campaign Guide

Automated Campaigns are a Quincy tool allowing for the ability to engage multiple patients in an automated but also intentional way.

Campaigns can be setup ahead of time, allowing admins the opportunity to pre-schedule this messaging. Automated Campaigns can be leveraged for use cases including but not limited to appointment reminders; ongoing engagement for patients with chronic conditions, reminders for staff to update credentials, etc. The message setup allows for multiple types of messages:

- *Bot messages* (adding bot into campaign)
- *Confirmation messages* (Yes/No)
- *Information messages* – one-way messages to recipients



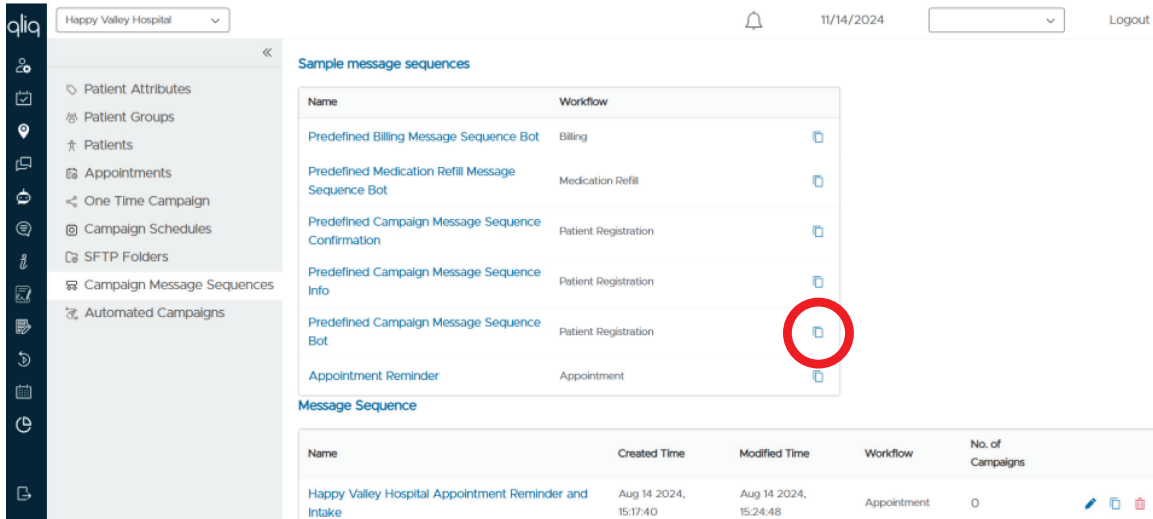
Setup for Automated Campaigns Requires 6 Components:

1. **Campaign Message Sequences:** this is where you set up the communication to patients, including the types of messages to be used. If you are using chatbots, the chatbots should be created first.
2. **Campaign Schedules:** this is where you set up when you would like messages to go out. Business hours, after hours, etc.
3. **Widget:** a widget with a SMS number is required for automated campaigns
4. **Patient Group (if non-integrated):** these are the individuals who will receive the campaign
5. **Load Appointments:** if you do not have EMR integration and you want to use campaigns for appointment reminders, this gives you an alternative way to add appointments
6. **Automated Campaigns:** this is where the campaign is built out and activated

1. Create the Campaign Message Sequence

 From the Care Campaign icon on the blue Admin panel, select "Campaign Message Sequences"

Note: Campaign Message Sequences are listed in the order they were created.



Sample message sequences

Name	Workflow
Predefined Billing Message Sequence Bot	Billing
Predefined Medication Refill Message Sequence Bot	Medication Refill
Predefined Campaign Message Sequence Confirmation	Patient Registration
Predefined Campaign Message Sequence Info	Patient Registration
Predefined Campaign Message Sequence Bot	Patient Registration
Appointment Reminder	Appointment

Message Sequence

Name	Created Time	Modified Time	Workflow	No. of Campaigns
Happy Valley Hospital Appointment Reminder and Intake	Aug 14 2024, 15:17:40	Aug 14 2024, 15:24:48	Appointment	0

 First click the clone icon next to one of the sample message sequences above to get started. The sequence you clone depends on the goal of the campaign.

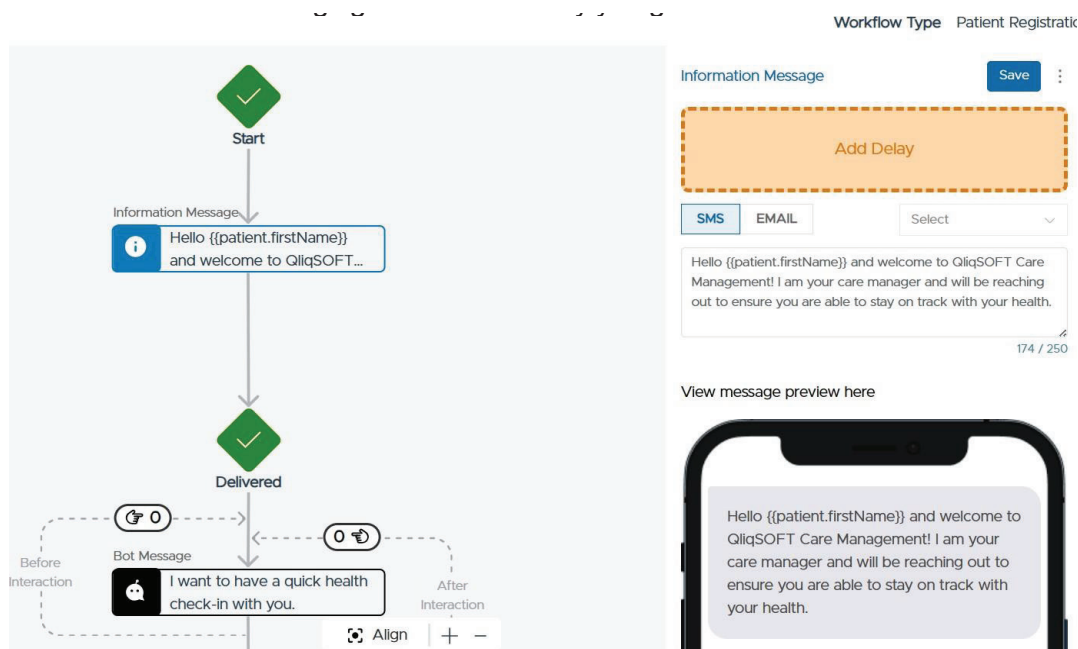
- Note: you can view the sequence before cloning by clicking on the name in blue. Once you clone, you can edit and add message components as you desire.
- Once the sequence is copied, you will see your copy in the list, and you can use the edit (pencil) icon to edit the name and the sequence.

Name	Created Time	Modified Time	Workflow	No. of Campaigns	
Predefined Campaign Message Sequence Bot_COPY	March 28, 2024 02:05pm	March 28, 2024 02:05pm	Patient Registration	0	  
Health Check-in	March 06, 2024 09:28am	March 08, 2024 10:55am	Patient Registration	0	  

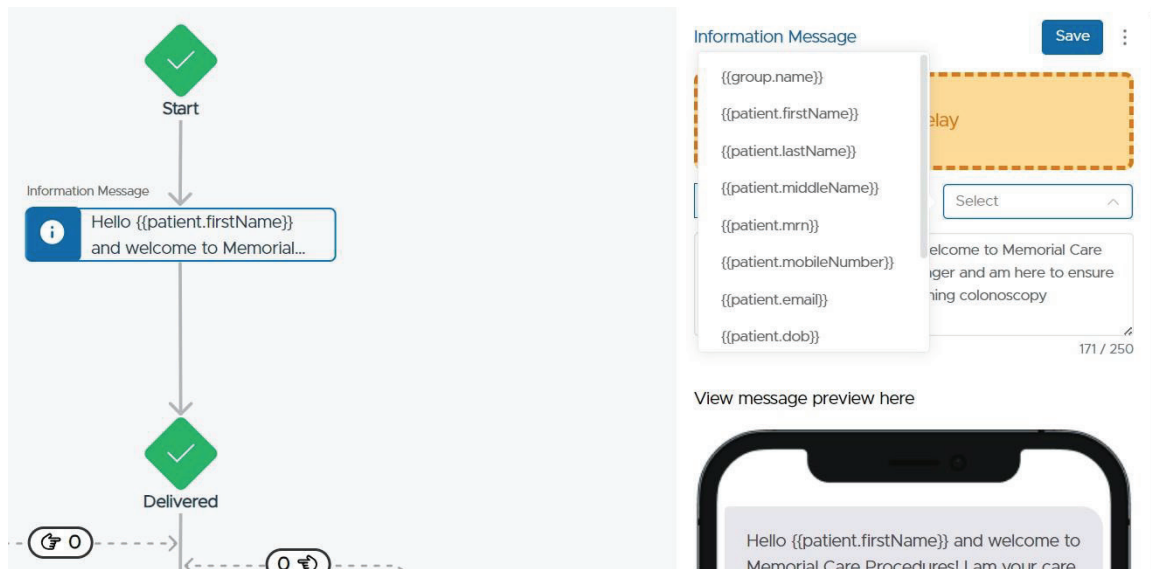
Total 2 10/page

 Click "Edit" once more to get into the sequence editing mode. Note: you can edit the name with edit (pencil) icon at top.

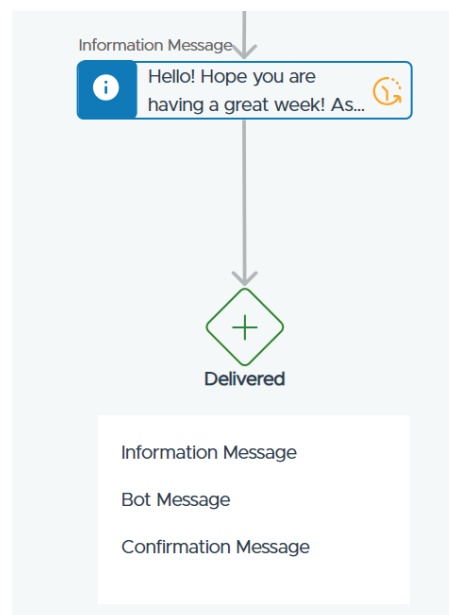
- Then click into the messaging section and away you go.

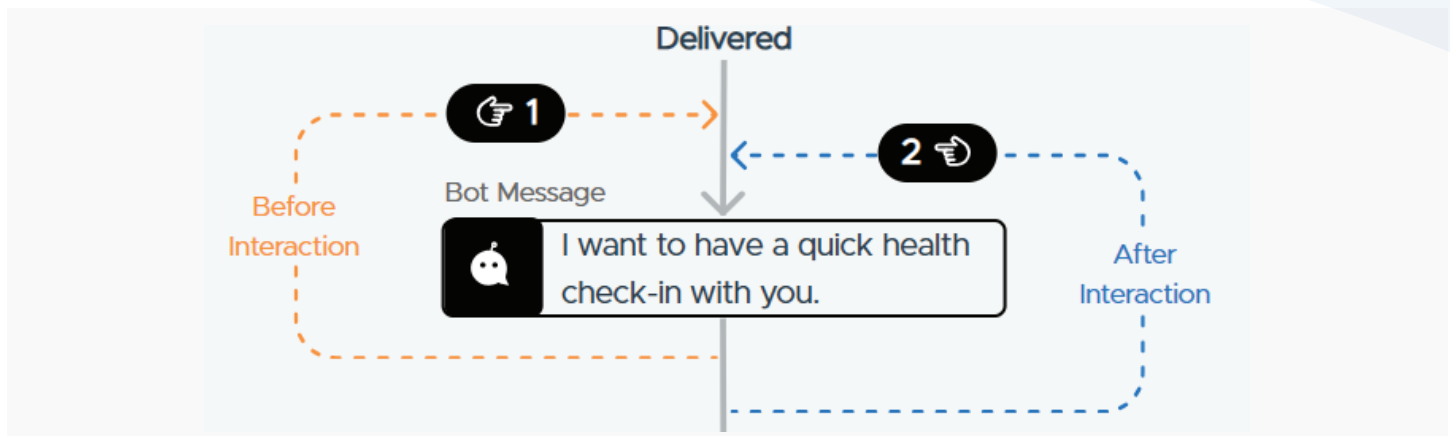


- Within the build, you can add/edit the messaging, including which message type(s) you are using. The three message types are 1) Bot Message 2) Information Message 3) Confirmation Message.
 - Here is a high-level definition of each message type:
 - **Bot message:** allows you to incorporate an existing chatbot(s) within your campaign. This automates the chatbot(s) going out and leverages the other features (e.g., nudges) of automated campaigns to increase engagement.
 - **Information message:** this is a static one-way message for information-only purposes. This could welcome patients to the automated campaign, close out the campaign with a message, etc. You cannot add a nudge or track open behavior for an informational message.
 - **Confirmation message:** this message type allows the patient to respond – e.g. “Yes” or “No” such as for an appointment reminder.
 - When in edit mode, click the message bubble > current messaging/build will then show up on the right hand of the screen. Here you edit the message verbiage; you can add in patient attributes such as patient first name as you see above “{{patient.firstName}}” to have patient’s first name display in the message automatically.
 - The “Select” dropdown will display the available attributes to leverage within the message sequence. Should additional “custom” attributes need to be created to support your campaign, please contact QliqSOFT support: support@qliqsoft.com



- You can “Add Delay” so that a certain message bubble or chatbot is delayed by desired time frame before presenting to patient.
- It is required to have both an SMS (text) as well as an Email build. Tip: Copy your SMS message into the Email section, add an Email subject and that section is complete.
- You can add additional message types, e.g., add a bot message below your initial information message type. If you click the node below the message type, you are presented with the ability to add the next message type in the sequence. You can choose your message type (bot, information, confirmation) depending on the use case of the automated campaign.





You can also add what are called “nudges” within your sequence. Nudges are the finger point icon, allowing nudges either “before interaction” and/or “after interaction”

- Before interaction nudges allow for reminders to patient that they have not responded to text (or email) yet.
- After interaction nudges allow for reminders to patient that they have clicked into the secure link, but did not respond or complete the sequence.
- Nudge number (e.g. 1, 2, 3...) will increase from zero depending on the number of nudges added. You can add multiple nudges with different messaging as desired.

To add a nudge, first add the amount of time to wait before triggering the nudge.

Bot Message ×

QliqMINUTE

Add Delay

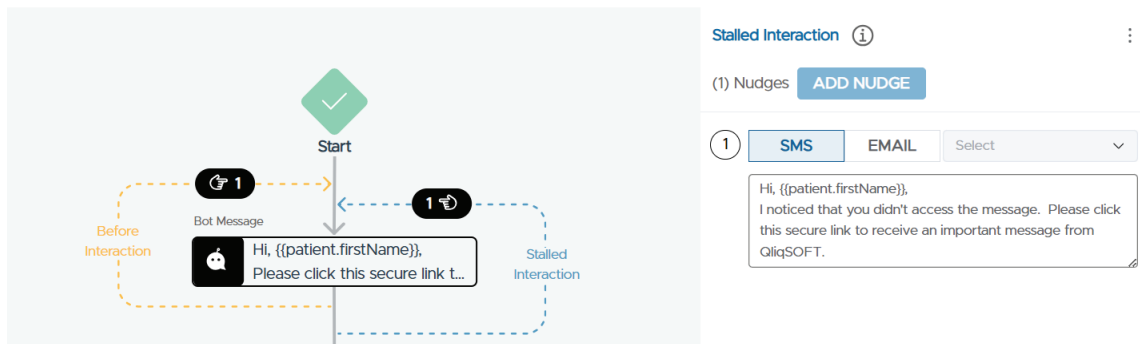
Hi, {{patient.firstName}},
Please click this secure link to receive an important message from QliqSOFT.

Client onboarding QliqMINUTE chatbot

Stalled interaction time out in

Before interaction time out in

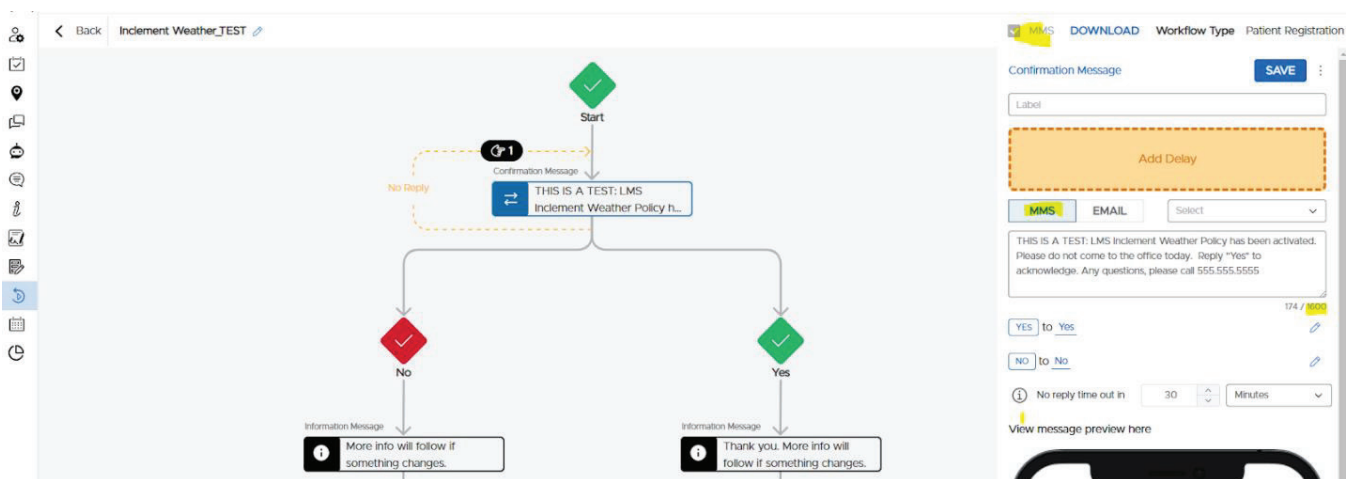
Next click on the fingers to set a before or stalled interaction message. Add the SMS and email message text that you wish to send. You can set zero, one or more nudges depending on your need by clicking on the add nudge button.



MMS (Multimedia Messaging Service) is a way to send messages with multimedia content to and from a mobile phone. It enables the user to add a logo to the initial text message sent to the recipient and it increases the size of the message text field from 250 to 1600 characters.

Customers who have contracted for MMS messages have the option to set a campaign message sequence as MMS. When this check box is checked, it:

- Increases the message character limit for sent MMS to 1600 characters
- Inserts an MMS Logo in the outbound text message



The administrator can see which campaign message sequences have SMS vs. MMS

Lewey Medical Center
12/20/2024
Logout

- Patient Attributes
- Patient Groups
- Patients
- Appointments
- < One Time Campaign
- Campaign Schedules
- SFTP Folders
- Campaign Message Sequences**
- Automated Campaigns

Name	Created Time	Modified Time	Workflow	Type	No. of Campaigns
GUIDE Confirmation Test	Nov 18 2024, 13:57:58	Nov 18 2024, 13:59:38	Patient Registration	SMS	2
Inciement Weather_TEST	Oct 10 2024, 13:32:05	Oct 10 2024, 13:32:25	Patient Registration	SMS	0
Cardio Campaign	Sep 26 2024, 08:41:21	Oct 07 2024, 10:19:16	Patient Registration	SMS	1
Inciement Weather	Sep 18 2024, 12:15:37	Sep 18 2024, 12:21:43	Patient Registration	SMS	1
Appt Confirmation with intake and Post Visit Survey	Aug 14 2024, 16:49:22	Oct 29 2024, 12:30:06	Patient Registration	SMS	0
Breast Cancer Screening Nudge	Jul 20 2024, 08:17:56	Aug 14 2024, 16:24:43	Patient Registration	SMS	0
Wait from Car_COPY	May 16 2024, 08:17:11	May 16 2024, 08:23:26	Patient Registration	SMS	0
Wait from Car	May 01 2024, 10:19:15	May 10 2024, 08:58:43	Patient Registration	SMS	1
Your Wait	May 01 2024, 08:29:25	May 01 2024, 08:29:39	Appointment	SMS	0
Appointment Reminder with Survey and Clinical F/U XYZ Branded	Mar 08 2024, 12:08:56	Apr 24 2024, 08:13:09	Patient Registration	SMS	0

2. Create the Campaign Schedule

Campaign Schedules are a required component to setting up an automated campaign.

Sample schedules

Name	Weekly Hours	Overrides	Created Time	Modified Time
Daily business hours	Mon, Tue, Wed, Thu, Fri		Nov 14 2023 03:47:16	Dec 22 2023 12:31:13
Daily morning hours	Mon, Tue, Wed, Thu, Fri		Nov 14 2023 03:47:16	Dec 22 2023 12:32:23
Monday morning	Mon		Nov 14 2023 03:47:16	Dec 22 2023 12:32:17

Schedules

Name	Weekly Hours	Overrides	Created Time	Modified Time	No. of Campaigns
Qliq Business Hours	Mon, Tue, Wed, Thu, Fri		Mar 5 2024 12:55:16	Mar 5 2024 12:55:46	10
Tuesday vaccine clinic invitation and reminder	Tue		May 31 2024 11:12:39	May 31 2024 11:14:04	0

Total 2 10/page

- As you did with campaign message sequence, you will need to first clone one of the sample schedules below, prior to making it your own.
- Click the Edit icon until you are in edit mode for the schedule.
 - Create your own schedule. You may have different schedules for different campaigns.
 - Name the schedule. Select or deselect days of the week; modify hours; you can also add dates you are unavailable, such as weekends or holidays.
 - Once the schedule is complete, click Save.

Qliq Business Hours Preview

Set your weekly hours

Days	Start Time	End Time	Actions
☐ SUN	Unavailable		+
☒ MON	Start Time 08:00	End Time 17:00	⌵ +
☒ TUE	Start Time 08:00	End Time 17:00	⌵ +
☒ WED	Start Time 08:00	End Time 17:00	⌵ +
☒ THU	Start Time 08:00	End Time 17:00	⌵ +
☒ FRI	Start Time 08:00	End Time 17:00	⌵ +

Add date overrides

Date	Availability	ADD
Add dates when your availability changes from your weekly hours		
ADD DATES		

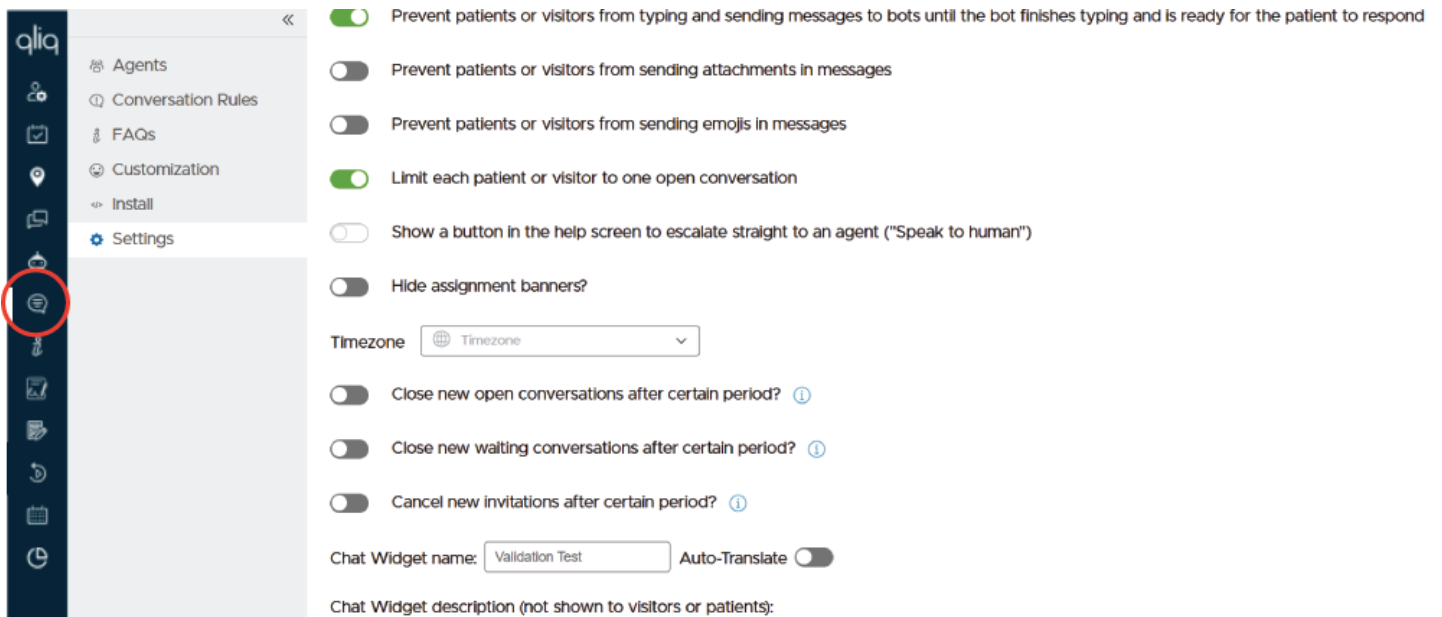
3. Create the Widget

A widget is required for an automated campaign. It is recommended to have a unique widget per automated campaign. A widget then acts as the mechanism to send the campaign out tied to the SMS number in the setup.



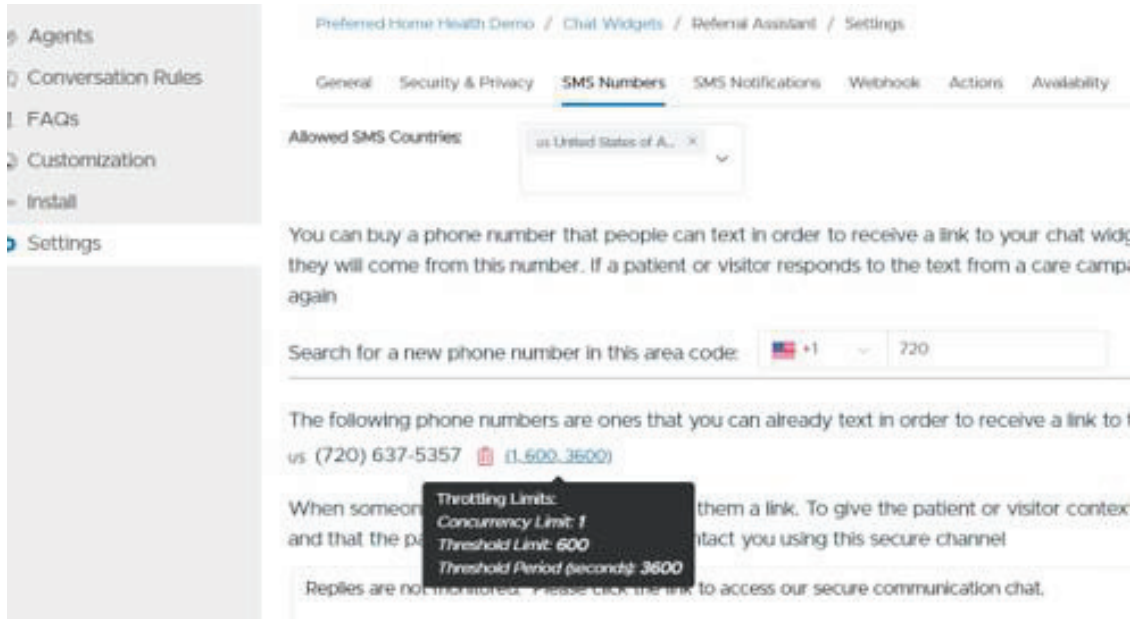
To create a new widget for the automated campaign, go to Widgets > Add Chat Widget

- Name the widget
 - Go to Settings > General > Chat Widget name to create a name for the widget. Optionally, you may add a Chat Widget description



- Add a phone number
 - Go to Settings > SMS Numbers > Add a number associated with your local area code (this is the number that recipients see when they receive SMS text). A SMS Number is required for the widget to tie to an automated campaign.
- Once you add the SMS number you will see a series of numbers. These are the default settings for the throttling capability that allows you to control the rate at which campaign messages are sent to your cohort. The variables are:
 - Currency period – how many messages will be sent per second
 - Threshold limit – how many messages in the queue
 - Threshold period – how long (in seconds) the system takes to send the messages in the queue

- The default is 1 message per second, with 600 messages sent per 3600 seconds (per hour). Contact your account representative if you would like to adjust these values.



- You can also customize additional parameters impacting the recipient experience with the widget such as controlling branding and routing to agents with a widget. Contact your customer services manager for more information.

4. Create a Patient Group

A patient group is required for each automated campaign. If you are integrated with QliqSOFT, patients can be fed from your specific source database such as an electronic health record. If not integrated with QliqSOFT, you can manually add a patient group, which will then be the recipients of your care campaign.

To create a manual patient group, the most efficient way is to add from a csv file, where all patient details are contained, versus having to add patients one at a time.



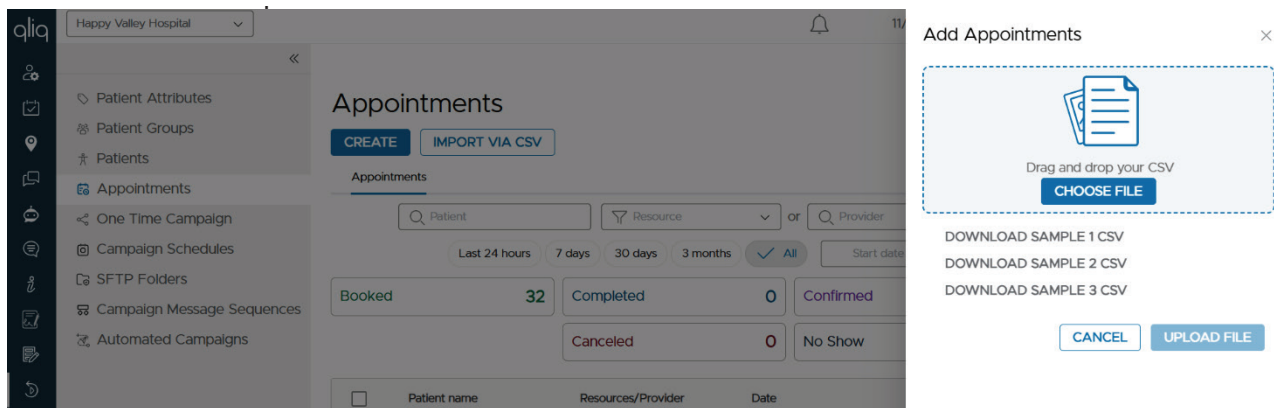
Under Care Campaigns icon > go to Patient Groups > Add a Patient Group > Name your group

- Click on the name of the group (in blue). Click on Import Via CSV File. Import your CSV OR you can also Download Sample CSV File from here, to load patients into CSV, adding patient details into CSV prior to loading.
- Note: if you have an active automated campaign, you can add patients into the associated Patient Group, and that patient(s) then triggers the associated automated campaign.

5. Load Appointments

If you do not have EMR integration or need to load appointments scheduled prior to implementing the EMR integration, this provides an alternative method to load appointments into Quincy.

- Go to Appointments section > click Import via CSV
 - Select the template that best meets your needs
 - Populate the template
 - NOTE: do not rename headers or delete any columns
 - Navigate to the file or drag and drop it into Quincy.
 - Click Upload File



6. Create the Automated Campaign

Go to Automated Campaign section > click Start a Campaign

Build your campaign including:

- Name
- Description (optional)
- Start Date
- Stop Date (can be run indefinitely)
- Message Sequence
- Chat Widget (only the widgets with a SMS number will show up to select)
- Source (if non-integrated, this will be QliqSOFT; if integrated, select source)
- Patient Groups (can select more than one); Can also select "All patients" if desired
- Schedule
- Time Zone

Once ready to start your campaign, slide it to “Active”

- It is recommended to test out your campaigns prior to launching them to your patients. If you have all the components set up, you can add yourself to a Patient Group (for testing purposes) and activate the campaign to review the campaign and ensure it works and is what you want to send out to patients.
- From this section of the campaign, you can monitor messages that have gone out, those that are in the queue, etc.
- Should you choose to add additional patients to patient group(s) tied to the campaign, those patients will then receive the campaign.
- Under the Automated Campaign section, you can make a campaign “Inactive” and/or Delete campaigns.

If you need any additional support or have questions about automated campaigns, please email support@qliqsoft.com.

Campaign Name	Message Sequence	Schedule	Chat Widget	Source	Start Date	Stop Date	Status	Threading
Flu Vaccine Outreach	Flu Vaccine Outreach Campaign	On Business Hours	Influenza Campaign	QliqSOFT	Wed Jul 31 2024	Sat Aug 10 2024	Expired	(1,600,3600)
Colonoscopy Preparation Campaign	Colonoscopy Prep Campaign July 2024	On Business Hours	Colonoscopy Preparation Campaign	QliqSOFT	Tue Jul 23 2024	-	Active	(1,600,3600)
Substance Use Campaign Test	Substance Use Support Campaign	On Business Hours	Substance Use Campaign	QliqSOFT	Tue Jul 23 2024	-	Active	(1,600,3600)
Diabetes Health Check-in	Health Check-in	On Business Hours	Baptist Health Patient Check-in	QliqSOFT	Tue Jun 25 2024	-	Active	(1,600,3600)
Influenza Vaccine Campaign	Vaccine campaign	On Business Hours	Influenza Campaign	QliqSOFT	Tue Jun 18 2024	-	Active	(1,600,3600)
Chronic Care Management Campaign	Health Check-in	On Business Hours	Baptist Health Patient Check-in	QliqSOFT	Tue Jun 18 2024	-	Active	(1,600,3600)

Note: If you need to integrate your EHR or another system to QliqSOFT, also contact support@qliqsoft.com. An example would be automated campaigns that trigger appointment reminders based on your organization’s upcoming patient appointments. This would need to be integrated with your EHR/scheduling system.

Automated Campaign Reporting

The Automated Campaign Reports feature provides detailed insights into campaign performance at the patient level.

Users can:

- Track each patient's current stage and completed stages. Every stage can be tracked separately with an iteration from the dropdown.
- Monitor delivery of SMS and Email messages and identify failures.
- Review the results of each stage for actionable insights.
- This feature ensures clear visibility and improved tracking for campaign success.
- To access the status of an individual campaign, click on the Campaigns icon, select Automated Campaigns and then click on the campaign that you want to review.

Click on the blue link of the “Campaign Name”

The screenshot shows the QliqSOFT interface for Happy Valley Hospital. The left sidebar contains navigation options: Patient Attributes, Patient Groups, Patients, Appointments, One Time Campaign, Campaign Schedules, SFTP Folders, Campaign Message Sequences, and Automated Campaigns (selected). The main area displays a table of automated campaigns.

Campaign Name	Message Sequence	Schedule	Chat Widget	Source	Start Date	Stop Date	Status	Throttling
Flu Vaccine Outreach Campaign	Flu Vaccine Outreach Campaign	Qliq Business Hours	Influenza Campaign	QliqSOFT	Wed Jul 31 2024	Sat Aug 10 2024	Expired	(1,600,3600)
Colonoscopy Preparation Campaign	Colonoscopy Prep Campaign July 2024	Qliq Business Hours	Colonoscopy Preparation Campaign	QliqSOFT	Tue Jul 23 2024	-	Active	(1,600,3600)
Substance Use Campaign Test	Substance Use Support Campaign	Qliq Business Hours	Substance Use Campaign	QliqSOFT	Tue Jul 23 2024	-	Active	(1,600,3600)
Diabetes Health Check-in	Health Check-in	Qliq Business Hours	Baptist Health Patient Check-in	QliqSOFT	Tue Jun 25 2024	-	Active	(1,600,3600)
Influenza Vaccine Campaign	Vaccine campaign	Qliq Business Hours	Influenza Campaign	QliqSOFT	Tue Jun 18 2024	-	Active	(1,600,3600)
Chronic Care Management Campaign	Health Check-in	Qliq Business Hours	Baptist Health Patient Check-in	QliqSOFT	Tue Jun 18 2024	-	Active	(1,600,3600)

You can see here, for this specific campaign, you can review any messages that are still in the “Queue” to go out, as well as review those messages already “Completed” by a patient.

The Automated Campaign Reports provide detailed insights into campaign performance at the patient level to:

- Track each patient's current stage and completed stages. Every stage can be tracked separately with an iteration from the dropdown.
- Monitor delivery of SMS and Email messages and identify failures.
- Review the results of each stage for actionable insights.

This feature ensures clear visibility and improved tracking for campaign success. To access the status of an individual campaign, click on the Campaigns icon, select Automated Campaigns and then click on the campaign that you want to review. The Queued tab opens to show any campaigns to be sent. Click on the Delivered tab to see the status of individual responses to campaigns.

Anton Iteration Test

Message Sequence: [Anton I confirmation Test](#) Schedule: [Anton 24/7 Business Days Schedule](#) Chat widget: jennifer ac widget

Source: QliqSOFT Groups: [Anton ACC Testing Group](#)

Start Date: 2024-12-18 Timezone: America/Chicago EXPORT TO CSV

Queued (0) Delivered (23) Stages (8)

Search SEARCH Recent

Recipient	Email	Mobile Number	Created Time	Scheduled Time	Status
No Data					

There will be a row for each time a message is sent and the sent method.

< Back Active

Anton Iteration Test

Message Sequence: [Anton I confirmation Test](#) Schedule: [Anton 24/7 Business Days Schedule](#) Chat widget: jennifer ac widget

Source: QliqSOFT Groups: [Anton ACC Testing Group](#)

Start Date: 2024-12-18 Timezone: America/Chicago EXPORT TO CSV

Queued (0) Delivered (23) Stages (8)

Search SEARCH All

Recipient	Created Time	Sent Method	Contact Info	Message Type	Sent Time	Delivered Time	Status
Danil Shemet	December 18, 2024 06:07am	EMAIL	shemetg@gmail.com	CONFIRMATION MESSAGE	December 19, 2024 06:32am	December 19, 2024 06:32am	Opened
Anton Cher	December 18, 2024 06:05am	EMAIL	anton.cherniavskiy@itslin k.com	CONFIRMATION MESSAGE	December 19, 2024 06:32am	December 19, 2024 06:32am	Opened
Anton Cher	December 18, 2024 06:05am	SMS	+380505830458	CONFIRMATION MESSAGE	December 19, 2024 06:32am	December 19, 2024 06:32am	Delivered
Danil Shemet	December 18, 2024 06:07am	EMAIL	shemetg@gmail.com	CONFIRMATION MESSAGE	December 18, 2024 08:21am	December 18, 2024 08:21am	Opened
Anton Cher	December 18, 2024 06:05am	SMS	+380505830458	CONFIRMATION MESSAGE	December 18, 2024 08:21am	December 18, 2024 08:21am	Delivered
Anton Cher	December 18, 2024 06:05am	EMAIL	anton.cherniavskiy@itslin k.com	CONFIRMATION MESSAGE	December 18, 2024 08:21am	December 18, 2024 08:21am	Opened

To drill into details for unique recipients, click on the Stages tab. The summary list of recipients sent a campaign. One or more status icons will appear. Click on the icon for the description of what the icon represents. If the recipients have received multiple campaign outreach attempts, select the iteration/campaign attempt. There are 3 types of nodes in message sequences: information message, confirmation message and bot message.

Information nodes:

-  Green checkmark – delivered
-  Running – status between SMS/Email sent and at least 1 of them delivered or error status
-  Yellow exclamation mark – error in sending SMS/Email:
 - if the recipient has only email and sending email failed;
 - if the recipient has only a phone number and sending SMS failed;
 - if the recipient has both email and phone number and sending both SMS and email failed
-  Greyed out with calendar – the information node is a known upcoming node;

Confirmation nodes:

-  Green Y – meaning that the recipient replied Yes
-  Red N – meaning that the recipient replied No
-  Running – status between SMS/Email sent and Y or N, or error status
-  Yellow exclamation mark – error in sending SMS/Email or No reply:
 - if the recipient has only email and sending email failed;
 - if the recipient has only a phone number and sending SMS failed;
 - if the recipient has both email and phone number and sending both SMS and email failed;
 - if there are no nudges and the no reply timeout has passed;
 - if there are nudges and the last nudge timeout has passed;
-  Confirmation running + no reply nudge (finger pointing to the left). It means that the no reply timeout has passed, and the first nudge was triggered. It doesn't matter how many nudges the node has – it always shows 1 nudge icon for the node. If the recipient responds to the confirmation node, then the nudge icon disappears, the confirmation node icon changes to either Y or N, and the flow proceeds or the exclamation mark;
-  Greyed out with calendar – the confirmation node is a known upcoming node;

Bot messages:

-  Green checkmark – completed. It means that the recipient has finished the bot flow;
-  Running – status between SMS/Email sent and either completed or error;
-  Yellow exclamation mark – error in sending SMS/Email or No reply;

- if the recipient has only email and sending email failed;
- if the recipient has only a phone number and sending SMS failed;
- if the recipient has both email and phone number and sending both SMS and email failed;
- if there are no "before interaction" nudges and the "before interaction" timeout has passed;
- if there are "before interaction" nudges and the last "before interaction" nudge timeout has passed;
- if there are no "stalled interaction" nudges and the "stalled interaction" timeout has passed;
- if there are "stalled interaction" nudges and the last "stalled interaction" nudge timeout has passed;



Bot running + before interaction nudge (finger pointing to the left). It means that the before interaction timeout has passed and the first nudge was triggered. It doesn't matter how many nudges the node has – it always shows 1 nudge icon for the node. If the recipient opens the invitation link, then the nudge icon disappears, the bot node icon changes to running, and the flow proceeds. Or it changes to an exclamation mark if the recipient doesn't respond to the nudges within the set timeout;



Bot running + stalled interaction nudge (finger pointing to the right). It means that the stalled interaction timeout has passed, and the first nudge was triggered. It doesn't matter how many nudges the node has – it always shows 1 nudge icon for the node. If the recipient finishes the bot flow, then the nudge icon disappears, the bot node icon changes to completed, and the flow proceeds. Or it changes to an exclamation mark if the recipient doesn't respond to the nudges within the set timeout.



Greyed out with calendar – the bot node is a known upcoming node;

Anton Iteration Test

Message Sequence: [Anton | confirmation Test](#) Schedule: [Anton 24/7 Business Days Schedule](#) Chat widget: jennifer ac widget

Source: QliqSOFT Groups: [Anton ACC Testing Group](#)

Start Date: 2024-12-18 Timezone: America/Chicago

[EXPORT TO CSV](#)

Queued (0) Delivered (23) Stages (8)

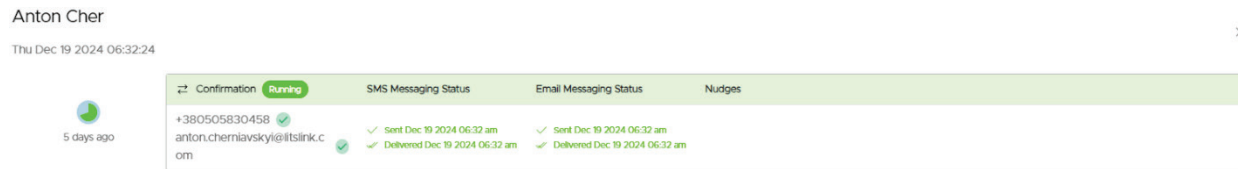
Delivered 23

Iteration 6

Select patients

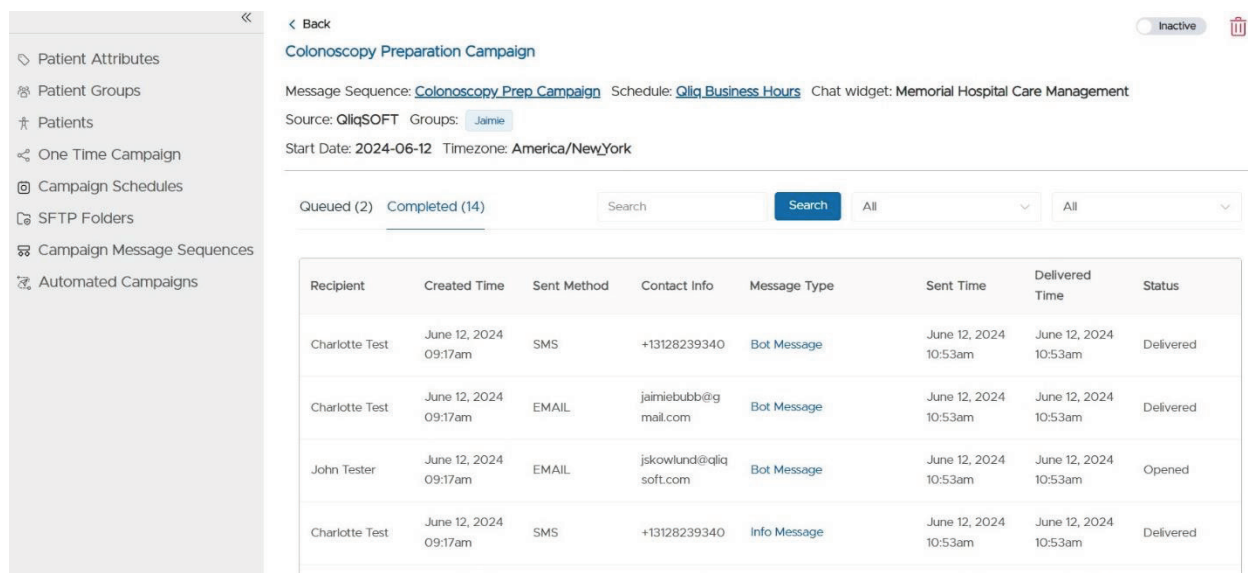
Campaign Status	Patient Information	Started At	Stages
Running 6 days	Anton Cher	Wed Dec 18 2024 08:17:37	Confirmation: Sent 6 days ago
Running 6 days	Danill Shemet	Wed Dec 18 2024 08:17:39	

For additional details for any recipient, scroll or search for the individual by scrolling or searching and clicking on the recipient's name.



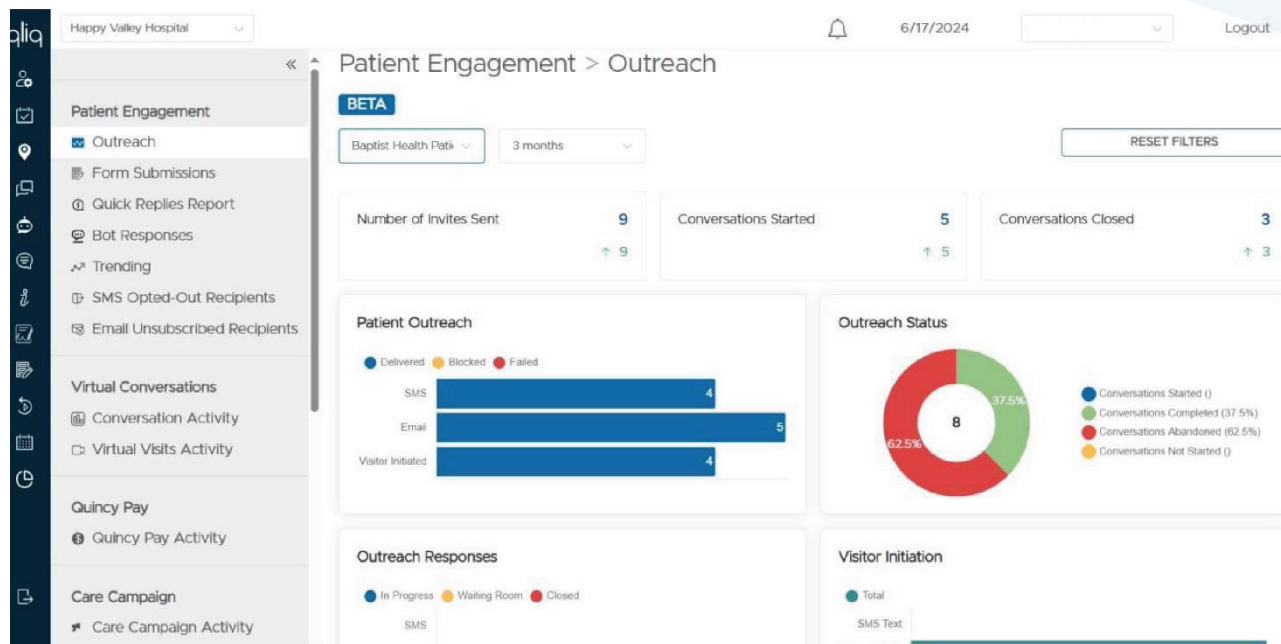
You have filter options at the top to filter by status and/or a time frame to review messages.

- Those in the “Queue” may not have gone out yet based on the Schedule you created (e.g., it is outside of the days/hours set for campaigns) and/or they can be in queue because the campaign was deactivated, so they will stay in queue until it is made active again
- Those in “Completed” can show you patient level detail of messages sent. This can allow you to review the different methods (SMS or email); message type (bot, information, confirmation); sent and delivery time; and then status.
 - The status is helpful as it can show when the patient opened the message.



Another option for reporting for automated campaigns is under the general Reports section in the platform

- Under Patient Engagement – “Outreach” report can show you the activity by widget name. Select your associated widget for your automated campaign, and you can review activity tied to that outreach.



Under “Care Campaign” Report, you can filter by “Auto Campaign” to see only the automated campaign activity. Here you can review patient level details around campaign sent, method, status, etc. This option is helpful as you can “Export to CSV” from this report.

Care campaign > Care Campaign Activity

Filters: Auto Camp, All, All, All, Last 24 hours, 7 days, 30 days, 3 months, All, Start date to End Date

EXPORT TO CSV **RESET FILTERS**

Recipient	Care Campaign Name	Care Campaign Type	Sent Method	Created Time	Sent Time	Delivered Time	Status	Failure Reason
John Skowlund	Providence Member Support	Auto care campaign	E-mail	Apr 18 2024 15:40:19	Apr 22 2024 10:29:43	Apr 22 2024 10:29:53	Delivered	
Jaimie Bubb (QliqSOFT)	Providence Member Support	Auto care campaign	SMS	Apr 18 2024 15:25:03	Apr 18 2024 15:33:35	Apr 18 2024 15:33:40	Delivered	
Jaimie Bubb (QliqSOFT)	Providence Member Support	Auto care campaign	E-mail	Apr 18 2024 15:25:03	Apr 18 2024 15:33:34	Apr 18 2024 15:33:47	Complete	
John Tester	Providence Member Support	Auto care campaign	E-mail	Apr 18 2024 15:25:03	Apr 22 2024 10:29:31	Apr 22 2024 10:30:26	Delivered	
Bobbi Weber	Providence Member Support	Auto care campaign	SMS	Apr 18 2024 15:25:03	-	-	Complete	
Benb Henson	Providence Member Support	Auto care campaign	SMS	Apr 18 2024 15:25:03	-	-	Complete	

The last report option for automated campaigns is under the “Monitor Activity” section of reports and is called “Auto Campaign Events”. This is very specific to the technical events tied to the campaign. As these tie to the logs for the campaign, this would be to dive in deeper to the events tied to the automated campaign.

Monitor activity > Auto Campaign Events

Happy Valley Hospital | 6/17/2024 | Logout

Quincy Pay
Quincy Pay Activity

Care Campaign
Care Campaign Activity
Botcasts

Secure Messaging
Dashboard
Message Activity

Monitor Activity
Admin Activity
Service Logs
Webhook Events
User Activity
Upload Activity
Auto Campaign Events

RESET FILTERS

Colonoscopy Preparation Campaign

Event Time Campaign Name Block type Patient Scheduled At Connection type Previous Block Patient Reply

DESTLOG_STATUS_HANDLING	June 13, 2024 19:19	Colonoscopy Preparation Campaign	BOT	John Tester	-	UNKNOWN_BLOCKLINKTYPE	INFO	
END_OF_MESSAGE_SEQUENCE	June 12, 2024 16:14	Colonoscopy Preparation Campaign	BOT	Charlotte Test	-	UNKNOWN_BLOCKLINKTYPE	INFO	
END_OF_MESSAGE_SEQUENCE	June 12, 2024 16:14	Colonoscopy Preparation Campaign	BOT	Charlotte Test	-	UNKNOWN_BLOCKLINKTYPE	INFO	
BOT_CONVERSATION_ABANDONED	June 12, 2024 16:14	Colonoscopy Preparation Campaign	BOT	Charlotte Test	-	UNKNOWN_BLOCKLINKTYPE	INFO	
AFTERNUDGE_STATE_UPDATED	June 12, 2024 11:23	Colonoscopy Preparation Campaign	BOT	John Tester	-	UNKNOWN_BLOCKLINKTYPE	INFO	