BitFolk - Feature # 44: Send automated email to new customers a week or so in

Status:	New	**Priority:**	Normal
Author:	admin	**Category:**	
Created:	2010-10-14	**Assigned to:**	
Updated:	2010-10-14	**Due date:**	
Subject:	Send automated email to new customers a week or so in		
Description:	It's been observed that the email sent to customers when their VPS is provisioned suffers from "TL;DR". It contains a lot of useful information such as all the different facilities and free services that are on offer, the mailing lists and so on, but at the time the email is sent the customer's mind is focused on getting started with their VPS; many stop reading as soon as they've seen the login details.		
	It would be worth sending a followup email a week or two in to their first month, to see how they are getting on and to make them aware of some of these resources again. I think that not only would this get the information across more effectively but it would also be good customer service since customers would be more inclined to give feedback after they've had a week or two to actually try the service.		

History