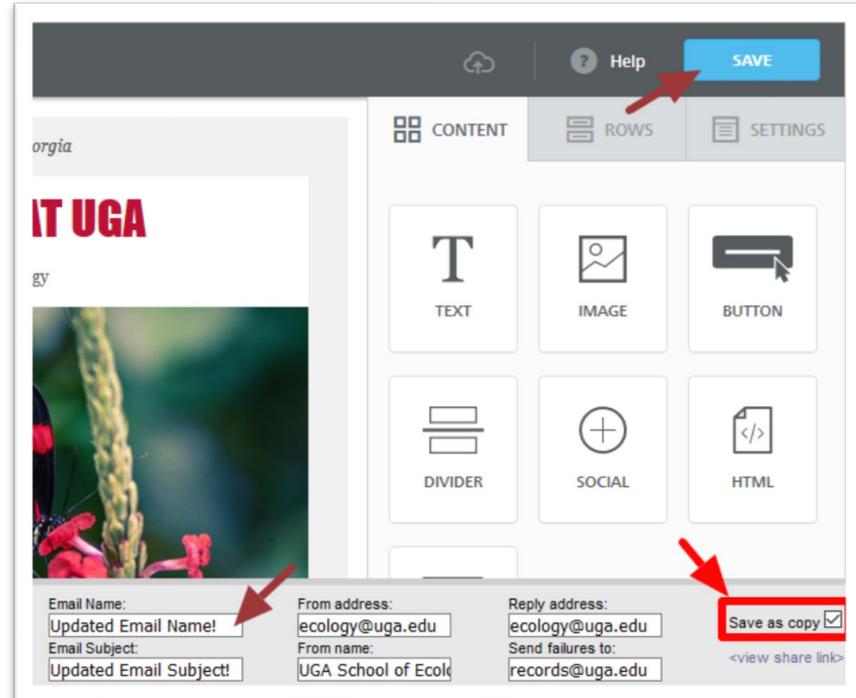


Q56

Would you like to provide any additional feedback, or ideas for improvement, regarding the BEE email editor in GAIL?

Response: I wish it wasn't so cumbersome, so many steps!

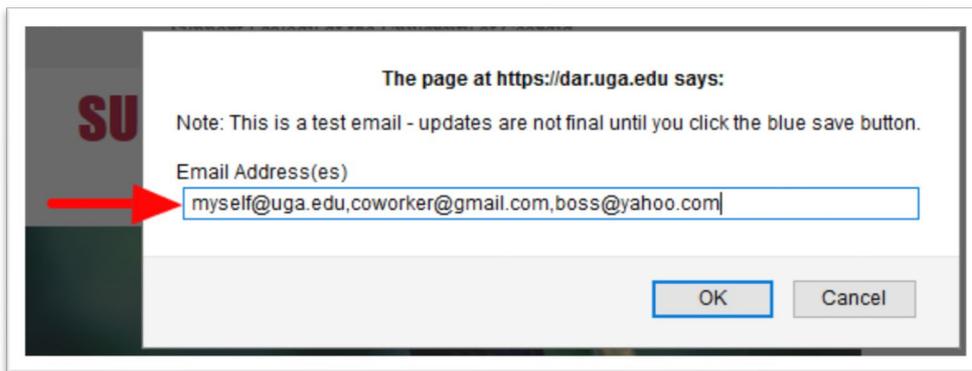
Answer: When you're designing an email from a template it can seem like there are a lot of steps. However, once you complete an email design, you can use the "copy from" feature in BEE to limit your design time for future emails. Check out our [video guide](#) to see how it's done!



Q56

Response: BEE is a little janky. Oftentimes there will be weird random lines that show up on the email or the email will appear differently on Outlook vs Gmail.

Answer: Visual differences in an email sent through any tool are dependent on the recipient's browser, client, device, or email service provider. While you can't possibly test every type of email program or service a person may use, we recommend sending a test email not only to your work email, but also to your personal Gmail account, or to a co-worker who uses a Mac. Testing multiple account types will help you identify any major visual issues with your email before sending out the real thing.



The page at <https://dar.uga.edu> says:

Note: This is a test email - updates are not final until you click the blue save button.

Email Address(es)

myself@uga.edu,coworker@gmail.com,boss@yahoo.com

OK Cancel



Q56

Response: I do not use the salutations option because I am unsure of WHICH salutation it's going to use and do not want to risk the wrong one being transmitted.

Answer: There are two types of salutations in BEE which are determined by what option you select in the "Address Processing/Name Format" section of your communication. If you'd like to use a more informal greeting, you can select "ASRV - Informal Email Salutation." This tag uses a constituent's "Individual Informal Salutation". You can find this on the the personal info tab under name formats. [Click here](#) to read about how you can always know which salutation will be used.

| Name | Type |
|-------------------|--------------------------------|
| Lord Darth Vader | Individual Formal Addressee |
| <u>Lord Vader</u> | Individual Formal Salutation |
| <u>Darth</u> | Individual Informal Salutation |
| Darth Vader | Individual Informal Addressee |

Edit effort level address processing / name formats

Effort level address processing / name formats

When performing calculations and exporting marketing effort data:

Use primary address, primary addressee, and primary salutation

Use the following address processing and name formatting options:

Address processing options: General User Preference

Consider seasonal addresses as of: Today

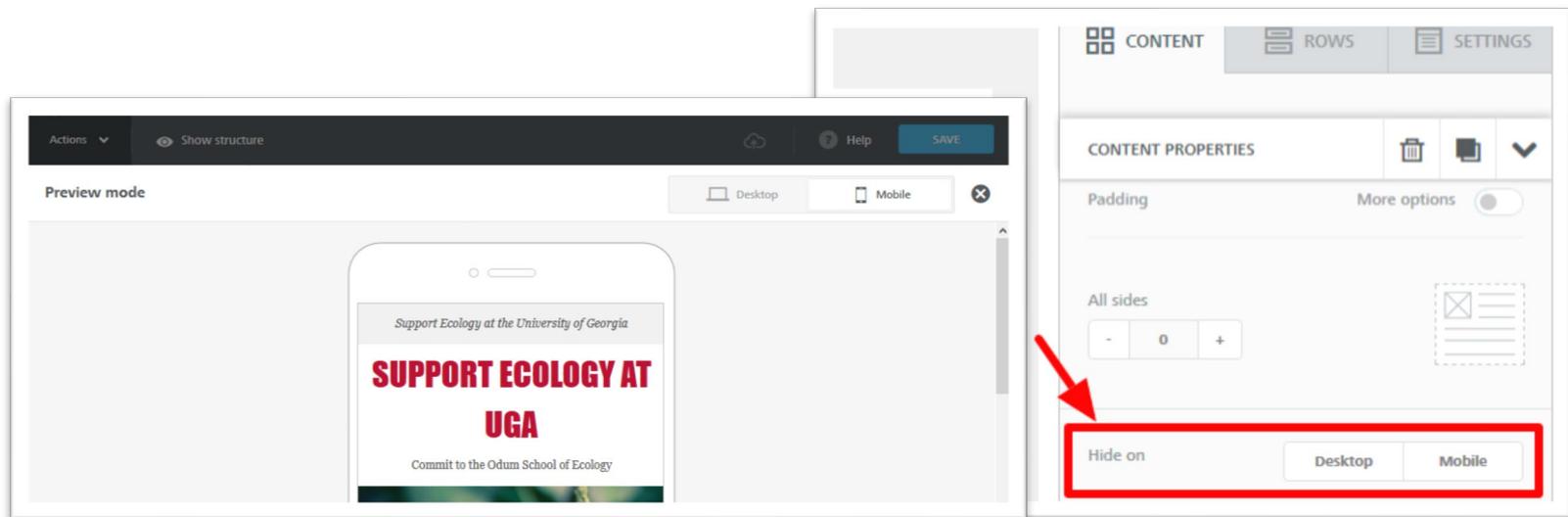
Name format options: ASRV - Informal Email Salutations

Save Cancel

Q56

Response: I hate when emails turn out weird on a mobile device. I wish the email editor would automatically adjust so it could be viewed in the same way.

Answer: Emails will always display differently on a mobile device, but BEE lets you preview your email on a mobile device under “Actions” in the top left of the editor. You can also hide certain elements from appearing on a mobile device using the “hide on mobile” option on the sidebar.



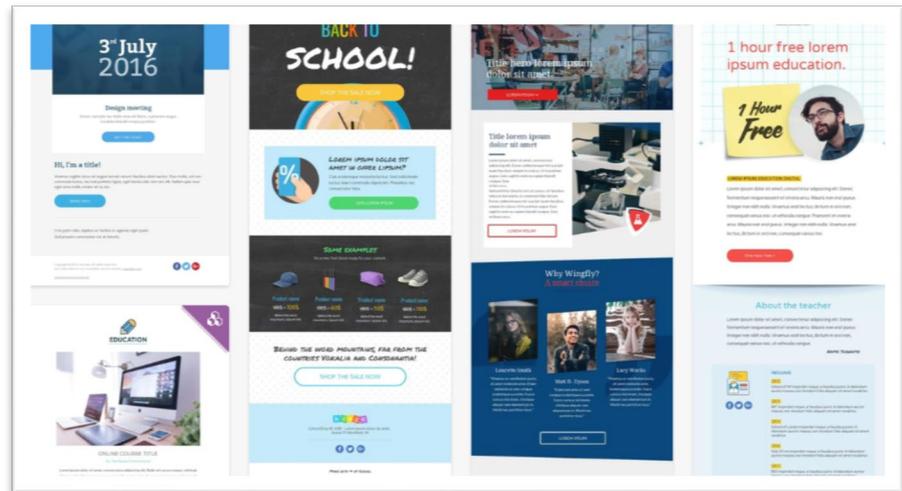
Q56

Response: I would like a better way to track changes made by multiple people to the same invitation. I've totally sent the "wrong" draft of an invite because I didn't realize someone else had worked on it.

Answer: The next time you're about to send out an email, go check it in BEE. Is the author you or someone else? While we can't track the history of changes in your email, we can see who the last person to save your email was and you can too. We will send BEE a request in hopes that this feature may find its way into a future release of the program.

Response: I love it. It's better than Mailchimp. More template options might be cool.

Answer: We agree! We will be meeting with DARCOM soon to discuss the design of a whole new collection of BEE templates.



Q56

Response: The navigation bar often disappears and there is no instruction on how to make it reappear.

Answer: When you are not actively editing your email, the scroll bar will hide itself so that you can better view your content. Once you begin editing again the bar should reappear. We have contacted BEE about the possibility of a scroll bar that doesn't hide itself. Stay tuned!

Response: Despite several years of creating emails in BEE, I still struggle with it. There is no single design manual and the glossary could use more entries like "Layout for Dummies".

Answer: If you're looking for more help with BEE we're happy to assist! We currently offer a Communication Assistance class which is focused on advanced level email design. We are also in the process of putting together instructional videos for BEE. If you are ever trying to produce a particular look for your email, but can't quite seem to pull it off, please [contact us](#)! We'll work with you to create the perfect email.