

Because not everything happens between 8:00 AM and 5:00 PM, Monday through Friday...

Questline offers After Hours Email Alerts. Sometimes you need to communicate with your customers outside of regular business hours, such as during a storm or outage event. Questline covers these situations. Questline's After Hours Email Alert services are available from 5:00 PM to 12:00 AM EST Monday through Friday and 8:00 AM to 12:00 AM EST on Saturday and Sunday.

After Hours Email Alert Services include the following:

Single-point of contact at Questline to create, modify, and distribute your email alert

10 base template options from which you can choose

Three rounds of changes for each alert

Utility brand (logo, colors, and font) integrated into the selected template

One utility-branded 'Call to Action' landing page

Split testing of subject line (two subject lines only)

Integrated email delivery best practices and consultation

Sender reputation management including bounce management and SPAM trap detection

Rendering testing and optimization

Basic Preference Center or link to utility's Preference Center

Aggregate reporting of delivery, open, and click-through rates

Opt-out management

CAN-SPAM compliance

Secure list management

List segmentation consultation

Contact Questline!

Our After Hours Email Alerts can be purchased individually or in packages of 2, 4, or 6 alerts. Each After Hours Email Alert covers a single event, which can last up to 5 days.

Contact Questline's After Hours Email Alert team at 614-545-6155 for more information or to activate the service today!