CORRESPONDENCE: MODULE OVERVIEW

Module Overview:

The Correspondence module covers how OSST includes the ability to generate pre-defined letters, the triggers that are associated with these pre-defined letters and how users can use Mail Merge to create and send letters to multiple people.

It is encouraged for this module to be covered in a discussion format.

NOTE: The estimated time to complete this module is as follows:

Presentation: 10 minutes
Discussion: 30 minutes