

CUNY Academic Commons - Feature #5342

Create auto-emails to people on Unconfirmed list to nudge towards completion

2016-03-18 02:25 PM - Matt Gold

Status:	Resolved	Start date:	2016-03-18
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Registration	Estimated time:	0.00 hour
Target version:	1.10		
Description			
From a suggestion during a CAC subcommittee meeting -- create an email nudging people to complete the registration process after a certain amount of time has passed without confirmation of registration			
Assigning to Boone though we will want UX work on this			
Related issues:			
Related to CUNY Academic Commons - Bug #6530: Nudge emails not happening in 1...		Resolved	2016-10-28

History

#1 - 2016-03-21 10:25 PM - Boone Gorges

- Category name set to Registration
- Assignee changed from Boone Gorges to Samantha Raddatz
- Target version set to 1.10

I'll go ahead and make some suggestions for workflow, and assign to Sam for review:

1. A single nudge should take place 24 hours after the abandoned registration
2. Nudges should only go out for unfinished registrations if the username or email address has not been used in a subsequent successful registration
3. We should not send nudges for any existing abandoned registrations (some of which are several years old at this point)
4. Suggestions for language:

Subject: Your CUNY Academic Commons registration is pending

Message: Yesterday, you began to register for a CUNY Academic Commons account, but you didn't quite finish the process. Please confirm your email address by clicking the following activation link: [link]

#2 - 2016-03-21 11:48 PM - Matt Gold

I like this!

#3 - 2016-04-21 05:27 PM - Samantha Raddatz

Sounds great to me! Thanks for outlining, Boone.

#4 - 2016-10-13 04:10 PM - Boone Gorges

- Assignee changed from Samantha Raddatz to Boone Gorges

This should be a fairly quick task. I'll look early next week.

#5 - 2016-10-13 05:28 PM - Matt Gold

Thanks, Boone.

#6 - 2016-10-20 12:05 AM - Boone Gorges

- Status changed from Assigned to Resolved

Done in <https://github.com/cuny-academic-commons/cac/commit/02e3081616b49a2aafd8242e6008e23cb58e5a18>. I'll add this to the 1.10 test script.

#7 - 2016-10-20 12:06 AM - Boone Gorges

- Status changed from Resolved to Testing Required

#8 - 2016-10-20 12:45 AM - Boone Gorges

(note to self that I'm setting the nudge interval to 3 minutes to make testing easier - needs to be bumped to 24 hours after testing)

#9 - 2016-10-20 11:02 AM - Matt Gold

Thank you, Boone. How should we test and who should be testing?

#10 - 2016-10-20 11:40 AM - Boone Gorges

Nothing to test yet. I'll provide details when it's time for team testing next week.

#11 - 2016-10-31 01:41 PM - Boone Gorges

Bugs are being tracked separately, so I'll close this one. [#6530](#)

#12 - 2016-10-31 01:42 PM - Boone Gorges

- *Related to Bug #6530: Nudge emails not happening in 1.10 test added*

#13 - 2016-10-31 01:48 PM - Boone Gorges

- *Status changed from Testing Required to Resolved*