

Delivery schedule

Set up the email delivery schedule

Version 8.0



This documentation is provided under restrictions on use and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this documentation, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Table of Contents

Set up the email delivery schedule

4

Set up the email delivery schedule

PRODUCTS: **MARKETING**

Creatio lets you customize the email send time and delivery schedule. The values specified in the [email send time](#) settings determine the time when Creatio passes the emails to the cloud service. The email delivery schedule determines when the cloud service passes emails to the email provider. This lets you schedule when the end recipients get the emails. This is useful for things like limited-time offers.

You can set up the email delivery schedule before Creatio starts to send the email.

Delivery schedule settings are identical for bulk emails and trigger emails.

Note. These features are available since Creatio version 7.17.4. Toggle on the “BulkEmailThrottlingQueue” system setting to enable them in beta testing mode. Learn more: [Add, enable, and disable functions](#).

These features are available out-of-the-box in Creatio 7.18.0.

To set up the delivery schedule:

1. Go to the [*Email*] section and open the needed record.

Click the [*Parameters*] tab and go to the [*Delivery schedule*] detail. By default, the cloud service passes the emails to the email provider “Every day” from 12:00 AM to 11:59 PM. The recipients get the emails 24/7. You can specify other parameters:

- a. Select “Every day” or “Days of week” in the [*Delivery schedule*] field. If you select “Days of week,” a widget for selecting delivery days will appear. For example, you can select weekdays only (Fig. 1)
- b. Fill out the [*Delivery time range*] field to specify the email delivery period. If you do not specify the time frame or keep the default value, the email delivery will start as soon as the cloud service processes the emails. For example, if you start the email at 8:00 AM and set up the delivery time frame between 9:00 AM and 7:00 PM, none of the emails will be delivered before 9:00 AM. If you keep the default value (from 12:00 AM to 11:59 PM), the delivery will start at approximately 8:05 AM (the average email processing time is 5 minutes).
- c. Fill out the [*Time zone*] field to set the reference time zone for the delivery time range. The time zone of the user who created the email is used by default. You can change this value. For example, if you are in Los Angeles (GMT -08:00) and plan to send emails based on New York’s time zone (GMT -05:00), specify GMT -05:00, as displayed in Fig. 1.

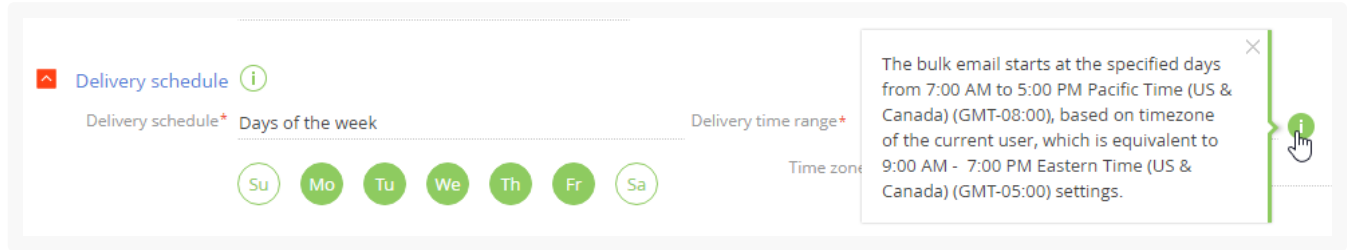
Fig. 1 Setting up the delivery time range

The screenshot shows a configuration panel for the 'Delivery schedule'. At the top, there is a red close button and an information icon. The main section is titled 'Delivery schedule' and contains three fields:

- Delivery schedule***: Set to 'Days of the week'. Below this, there are seven circular buttons for the days of the week: Su, Mo, Tu, We, Th, Fr, Sa. The 'Mo' through 'Fr' buttons are highlighted in green, indicating they are selected.
- Delivery time range***: Set to 'from 9:00 AM to 7:00 PM'. There is an information icon to the right of this field.
- Time zone***: Set to 'Eastern Time (US & Canada) (GMT-05:00)'.

Hover over the icon to the right of the [*Time range*] field to check the time zone settings. The tooltip will display the delivery time frame based on the time zone of the current user (Fig. 2).

Fig. 2 The delivery time frame based on the time zone of the current user



As a result, the recipients will get the emails within the specified time frame according to their time zone.

Attention. Creatio starts to send emails based on the user's time zone. Time zone settings only apply to the [*Delivery time range*] field group and affect the time when the cloud service passes the emails to the recipients.