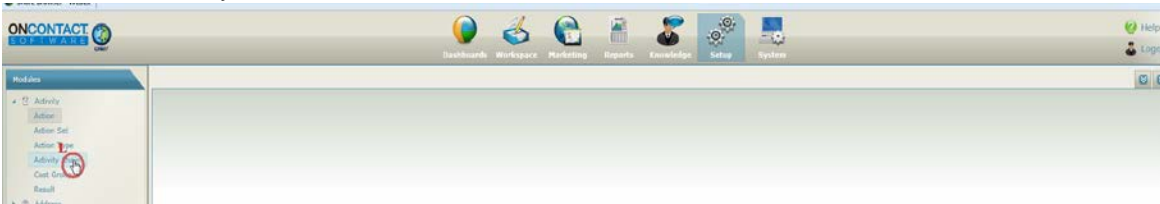


## Create Activity Chain

In this example, we'll set up an Activity chain that will automatically create an Activity record to call back the customer in 2 months after they have Completed an Activity for an Outbound phone call with Contact.

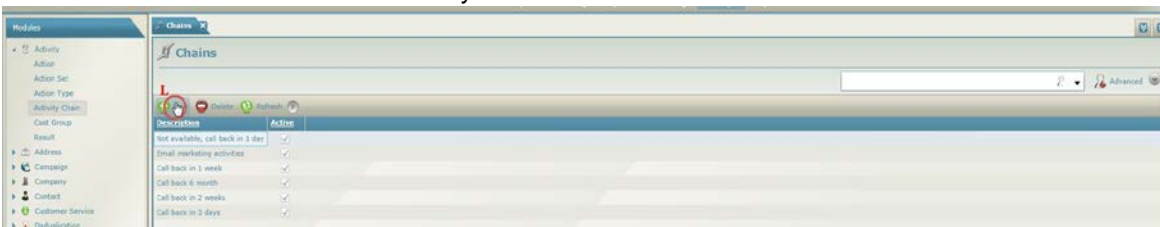
### 1. Left Click Activity Chain.



### 2. Left Click the Search icon to display the list of current records.



### 3. Left Click New to add another Activity Chain.



### 4. Type a Name for the new Activity Chain, and click Save.



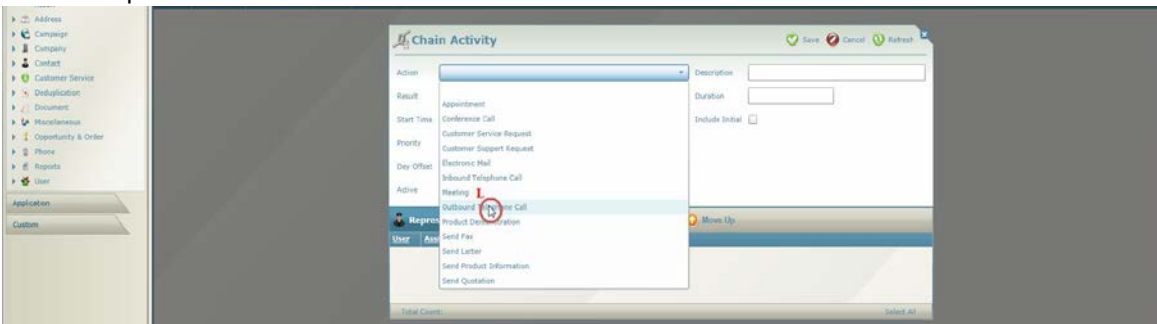
### 5. Left Click the New icon.



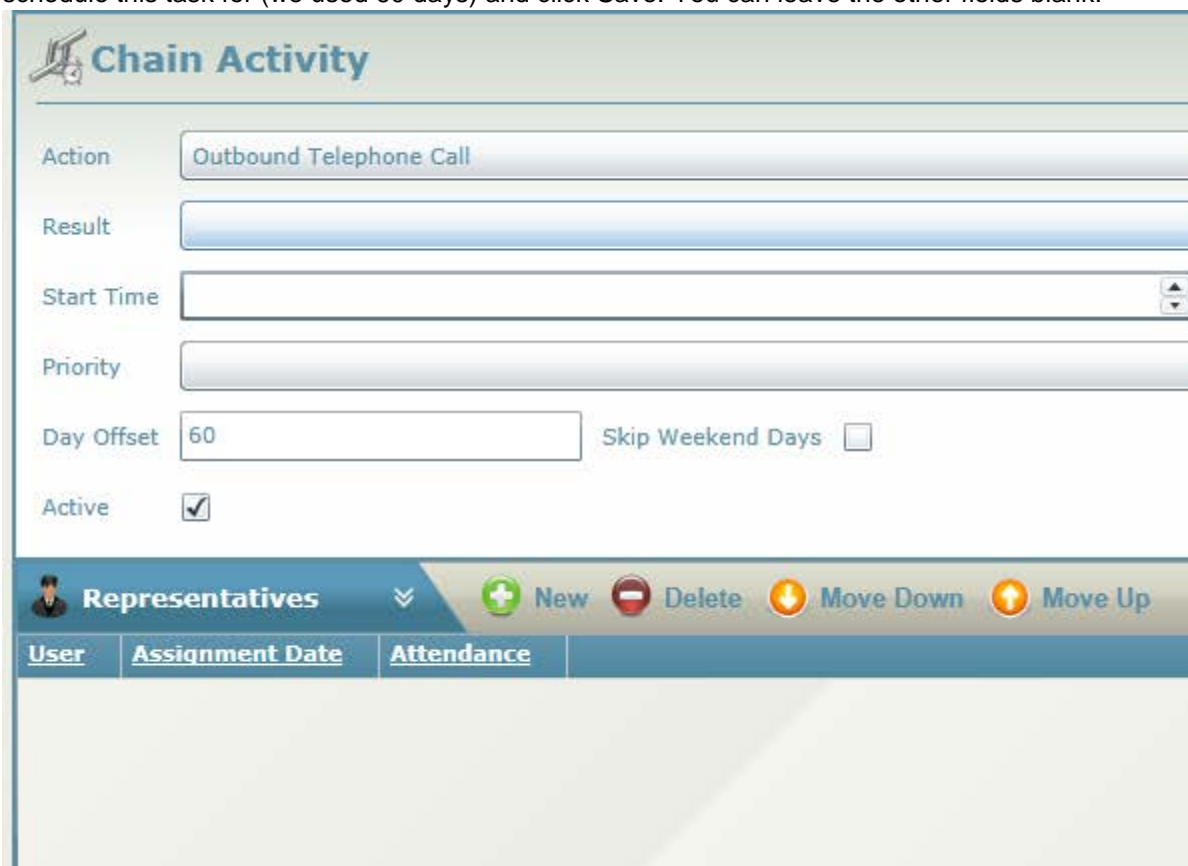
### 6. Left Click the Action drop down list, and select the Action you want to assign for this new Activity. In this case, we want the user to call the customer 2 months after their last call, so we selected

## Create Activity Chain

Outbound phone call.

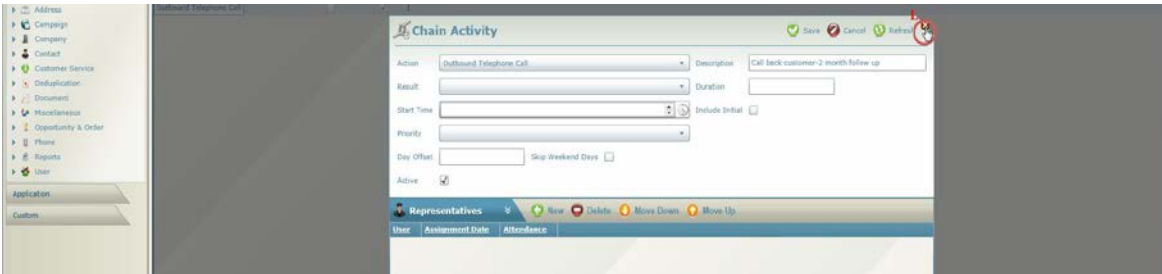


7. Type a Description (this is what the users will see) – add the number of days you'd like to schedule this task for (we used 60 days) and click Save. You can leave the other fields blank.

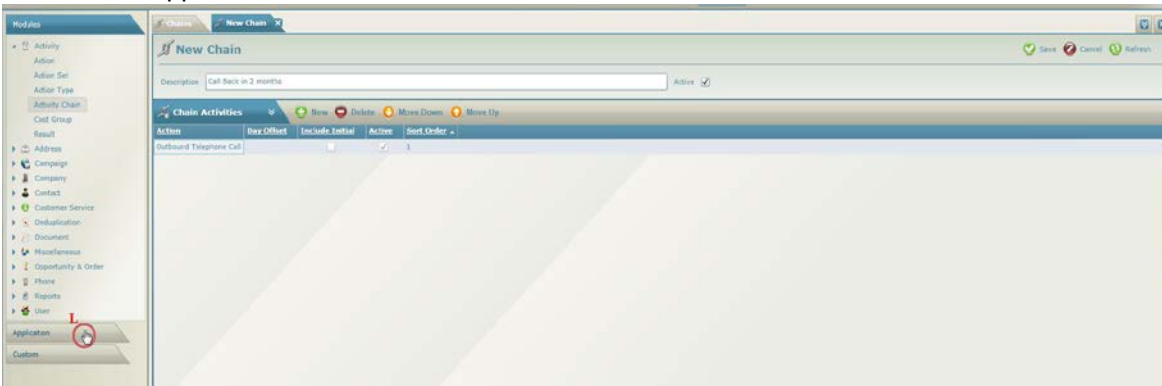


## Create Activity Chain

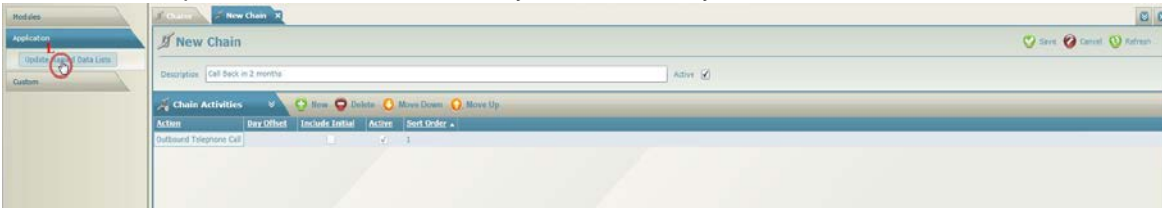
8. Close the window.



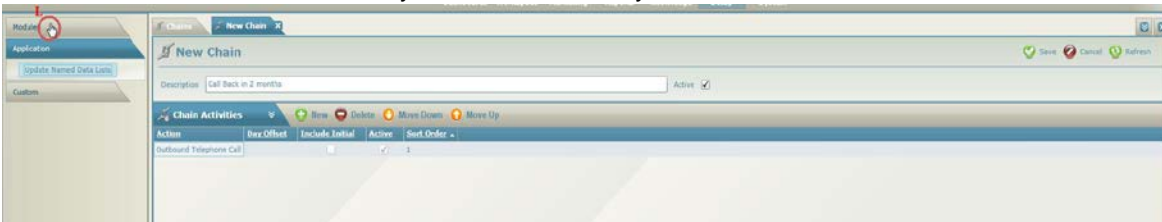
9. Left Click Applications.



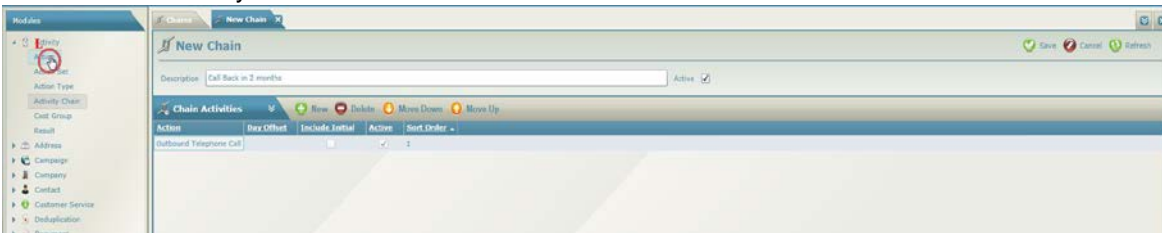
10. Left Click Update Named Lists to make your new Activity Chain available for selection.



11. Next, we'll link this new Activity Chain to an Activity and Result. Left Click Modules.

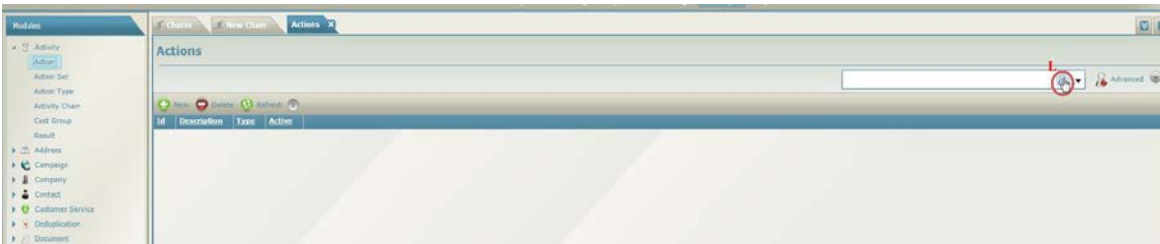


12. Left Click Activity.

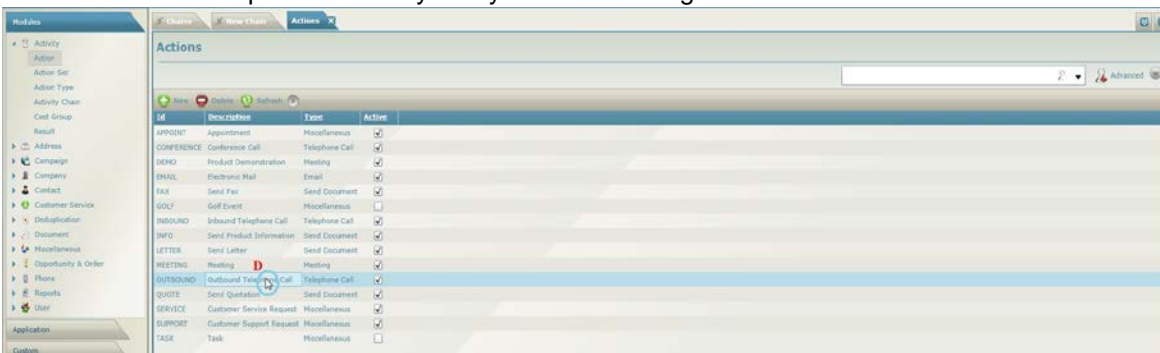


## Create Activity Chain

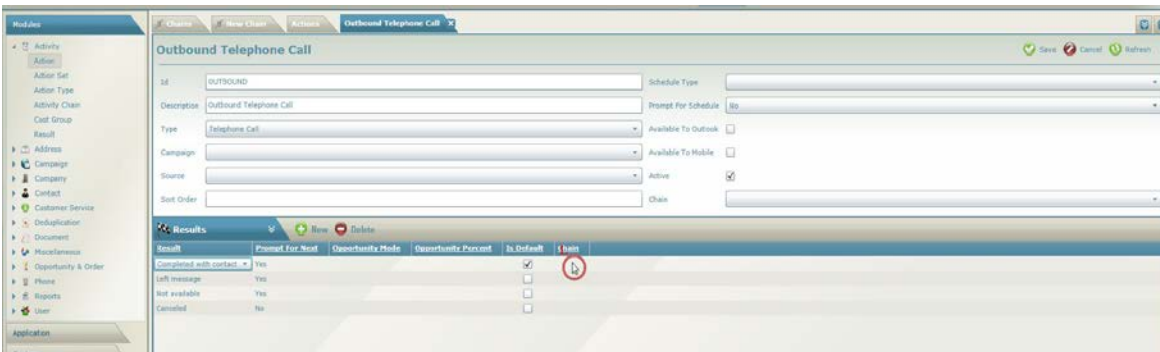
13. Left Click the Search icon.



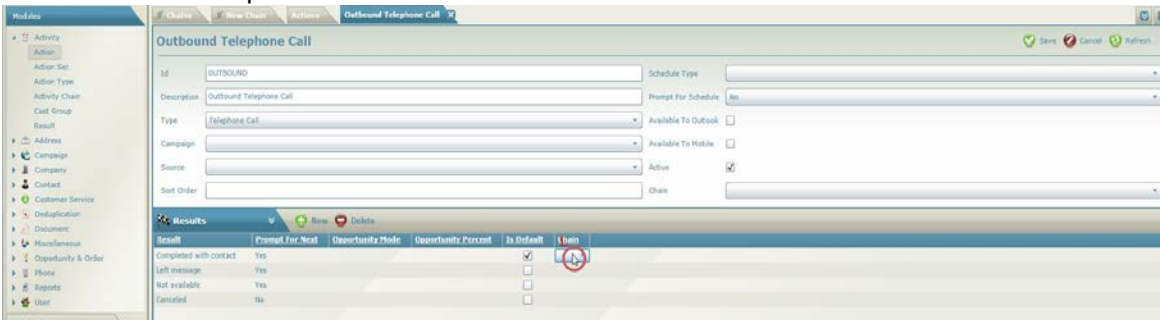
14. Double Click to open the Activity that you want to assign the Chain to.



15. In our example, we want the Chain to happen when an outbound call was made, and marked with the 'Completed With Contact' result code. Find the Result code, and click under the Chain column in that row.

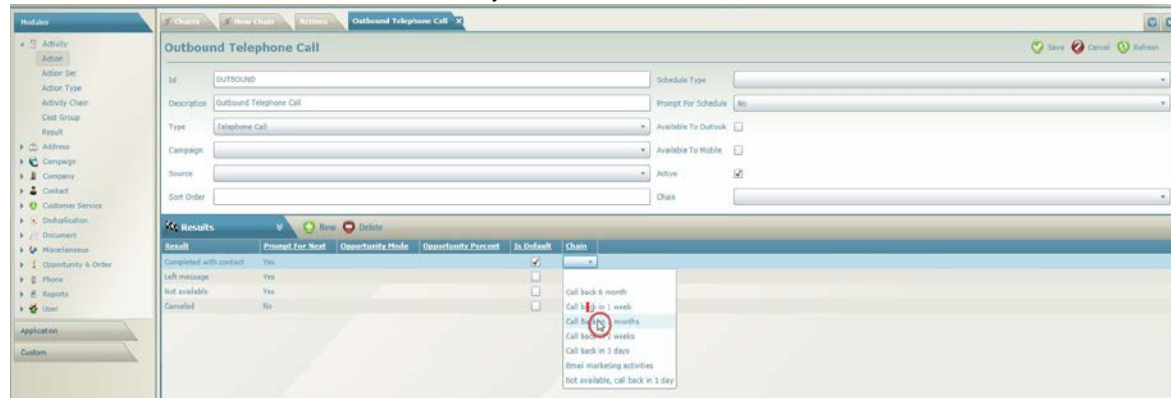


16. Left Click the drop down.



## Create Activity Chain

17. Left Click to select the Chain that we just added- Call Back in two months.



18. Left Click Save.



Now, whenever the activity 'Outbound Call' is marked 'Completed with contact', an activity record for a follow up call will automatically be created and set for 60 days from this date.