Sample Workflows

Workflows are designed to be a detailed, orderly road map for you and your office to follow. Within Workflows you can create main STEPS and within those STEPS, you can create TASKS. Workflows are very similar to an old-school road map. Maybe you have a beginning and a destination, but you also have five or six stops marked out along the way.

Steps are intended to be the stops along your road map. These are what allow us to progress further and further along the process, moving from one to the next based on what happens. They are connected by OUTCOMES, allowing us to choose what direction we need to take, based on the result of the Step. Steps are intended to be high level, giving you a look at the overall stage you're in.

Tasks are the details, or individual to-do items of our Step. Look at it this way. If we were on a road trip, and our Step was to stop at the Grand Canyon, our Tasks would then be to Take Pictures, Stop at the Gift Shop and Walk the Rim. They are the specific duties of those in our office to carry out.

Outcomes are the direction your Workflow can and will take as you move through the process. Outcomes are not required, but they are heavily recommended to give you a structure and path and to allow you to add STEP NOTES to your Workflow.

Onboarding Workflow

Tasks	OUTCOMES
1 CONFIRM MEETING *(1 Day before target date)*	
1 Confirm Meeting with Client	1 Client Reschedules >> Repeat Step 2 Meeting Confirmed >> Meeting Prep 3 Client cancels **>> Complete Workflow ■**
2 MEETING PREP *(Target Date/0 Days before target date)*	
1 Prep Conference Room 2 Prep New Client Paperwork 3 Submit Paperwork	1 Client Reschedules >> Confirm meeting 2 Met With Client >> Follow Up
3 FOLLOW UP *(3 Days after target date)*	
1 Confirm Paperwork 2 Input Client Details 3 Set Review Dates 4 Follow up with Client	1 Paperwork Not in Good Order >> Confirm Meeting 2 Follow Up Complete **>> Complete Workflow ■**

Opportunity Workflow

Tasks	OUTCOMES
1 CONFIRM NEW MONEY / GATHERING INFO *(7 Days before target date)*	
1 Confirm New Money w/ Client	1 Client Unavailable >> Repeat Step
2 Set New Meeting Date	2 Meeting Confirmed >> Determine Suitability
	3 Closed Lost – New Money Not Available **>> Complete Workflow ■**
2 DETERMINE SUITABILITY *(6 Days before target date)*	
1 Analyze Allocation Model	1 Suitability Confirmed OK >> Needs Analysis
2 Analyze Risk Tolerance	2 Closed Lost – Opportunity Not Suitable **>> Complete Workflow ■**
3 NEEDS ANALYSIS *(5 Days before target date)*	
1 Determine Investment Objective	1 Funds Can Be Successfully Allocated >> Plan Building
	2 Closed Lost – Funds Unsuccessfully Allocated **>> Complete Workflow ■**
4 PLAN BUILDING *(4 Days before target date)*	
1 Pick Investments	1 Plan Not Reviewed >> Repeat Step
2 Check Allocation/Risk	2 Plan Built and Reviewed >> Draft Proposal
3 Review Plan	
5 DRAFT PROPOSAL *(3 Days before target date)*	
1 Confirmed Meeting Date and Time	1 Meeting Not Confirmed -> Repeat Step
2 Proposal Drafted & Reviewed	2 Proposal Drafted. Meeting Confirmed. >> Presentation Meeting
6 PREP FOR MEETING	
1 Clean Conference Room	1 Meeting Prepped
2 Prep Meeting Materials	
7 PRESENTATION MEETING *(Target Date/0 Days before target date)*	
1 Show Plan	1 Closed Won – Start New Paperwork Workflow **>> Complete Workflow ■**
2 Show Risks	2 Closed Lost – Set Call for 30 Days Later **>> Complete Workflow ■**

Client Money/Withdraw Request Workflow

Tasks	OUTCOMES
1 CLIENT REQUEST MONEY/WITHDRAWAL *(3 Days before target date)*	
1 Determine From Which Account to Process Request	1 Penalty or Fee Found >> Repeat Step 2 No Penalty or Fee >> Obtain Withdrawal Form(s) from Product Company
2 OBTAIN WITHDRAWAL FORMS FROM PRODUCT COMPANY *(1 Day before target date)*	
1 Populate Form(s) 2 Review Form(s)	1 Forms Not in Good Order >> Repeat Step 2 Forms In Good Order >> Send Form(s) for Client Signature
3 SEND FORM(S) TO CLIENT FOR SIGNATURE *(Target/0 Days before target date)*	
1 Determine Delivery Method 2 Send Out Form(s)	1 Forms Not Sent -> Repeat Step 2 Forms Sent -> Follow Up On Form(s)
4 FOLLOW UP ON FORM(S) *(3 Days after target date)*	
1 Check to See if Form has been Returned 2 Call Client to Sign and Return Forms (If Needed)	1 Forms Not Yet Received >> Repeat Step 2 Forms Received >> Review Form(s) for Completion
5 REVIEW FORM(S) FOR COMPLETION *(4 Days after target date)*	
1 Review Forms	1 Forms Not Complete >> #3 Send Form(s) For Client Signature 2 Forms Complete >> Submit Form(s) to Product Company
6 SUBMIT FORM(S) TO PRODUCT COMPANY *(5 Days after target date)*	
1 Determine Delivery Method 2 Submit Forms	1 Forms Submitted
7 CONFIRM RECEIPT WITH PRODUCT COMPANY *(7 Days after target date)*	
1 Confirm with product company	1 Form Receipt Not Confirmed >> #6 Submit Form(s) to Product Company 2 Receipt Confirmed with Product Company >> Confirm Receipt by Client
8 CONFIRM RECEIPT BY CLIENT *(11 Days after target date)*	
1 Call Client to confirm they received withdrawal	1 No Receipt Confirmed >> Repeat Step 2 Receipt Confirmed by Client **>> Complete Workflow**

Seminar Workflow

Tasks

1 CLIENT EVENT PROCESS

1 Put Together Guest List
2 Set Venue
3 Create Mail Merge Invite
4 Send Invites
5 Set Catering
6 Print Attendee List

New Staff Member Workflow

Tasks

1 NEW STAFF MEMBER

1 Read Employee Handbook
2 Fill Out Insurance Forms
3 Get On Redtail HelpDesk
4 Watch "CRM Overview Demo"
5 Read "Redtail: A First Steps Guide"
6 Watch all "Getting Started" Tutorials

Business Trip Workflow

Tasks

1 BUSINESS TRIP TO-DO

1 Check Dates
2 Book Flight
3 Book Hotel
4 Print Confirmations
5 Put Together Travel Folder

Important Information Workflow

Tasks

1 GATHER THE FOLLOWING CONTACT INFO

1 - Contact Addresses
2 - Phone Numbers
3 - Email, Websites, Social Media
4 - D.O.B
5 - Tax ID / SS#
6 - Referral / Source Name
7 - Misc. Important Details

Client Review Workflow

Tasks	OUTCOMES
1 PREPARE FOR REVIEW MEETING *(7 Days/1 Week before target date)*	
1 Run Plan Report from Planning Software	1 Client Reschedules >> Repeat Step
2 Run and Print Notes Report	2 Meeting Confirmed >> Review Day Items
3 Run and Review UDF Report	3 Client Cancels **>> End Workflow**
4 Run and Review Email Report	
5 Review and Print Yearly Goals	
6 Confirm Meeting with Client	
2 REVIEW DAY ITEMS *(Target Date/0 Days before target date)*	
1 Prep Conference Room	1 Client Reschedules >> Prepare for Review Meeting
2 Prep and Gather All Relevant Paperwork	2 Review Complete >> Review Follow Up
	3 Client Cancels **>> End Workflow**
3 REVIEW FOLLOW UP *(2 Days after target date)*	
1 Enter Meeting Notes	1 Follow Up Complete **>> Complete Workflow**
2 Make and Record Adjustments	
3 Follow Up Call	

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