

All transactions and customer data are updated overnight in your database. Depending on the amount of data there is to update, your database can be updated a different time each morning.

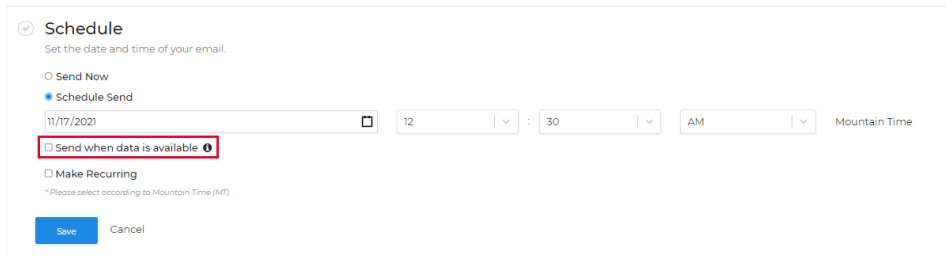
The "Send when data is available" option allows you to schedule a campaign for a one time send or recurring send and only trigger a send once your database is updated for the day.

What happens when the box is checked? Ascent360 will attempt to send the email at the configured time; **if data from the previous day is not available yet, Ascent360 will delay the send until every 30 minutes until the data is available.**

Where is this option?

"Send When Data is Available" is a scheduling option that is present in any place where an email or data export can be configured.

Email Send Process:



☒ Schedule

Set the date and time of your email.

☐ Send Now

☒ Schedule Send

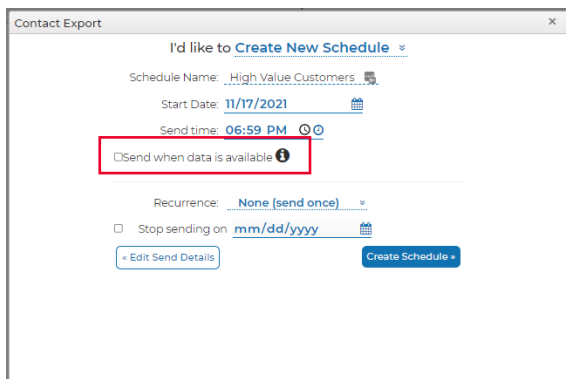
11/17/2021 12 : 30 AM Mountain Time

☒ Send when data is available ⓘ

☐ Make Recurring

* Please select according to Mountain Time (MT)

Complex Audience Scheduling Tool:



Contact Export

I'd like to [Create New Schedule](#)

Schedule Name: High Value Customers

Start Date: 11/17/2021

Send time: 06:59 PM

☒ Send when data is available ⓘ

Recurrence: None (send once)

☐ Stop sending on mm/dd/yyyy

Why use "send when data is available"?

If the audience that you are sending to relies on data from yesterday, it is highly recommended you ensure that this box is checked. Common audiences that rely on yesterday's data include:

- Welcome email looking at yesterday's data
- Post purchase email looking at yesterday's data
- Service follow up email looking at yesterday's data

Do I still configure a Sending Time with the "Send when data is available" option?

Yes. You should schedule your email or campaign for the earliest time (Mountain Time) you want it to send. If the box is checked, Ascent360 will attempt to send the email at the configured time; if data from the previous day is not available yet, Ascent360 will delay the send every 30 minutes until the data is available.

This option is only available for scheduled sends. These can be one-time scheduled sends or recurring schedules.