

From the best-selling author of
'Email Marketing Strategies Revealed!'

AUTORESPONDER MAXIMIZER

Harness the full power of
autoresponders and put your
business on complete autopilot!

Make money while you sleep!

Bryan Kumar



Copyright © 2002 by Bryan Kumar and Prodesk.com
All Rights Reserved.

Unauthorized duplication or distribution of this material is strictly prohibited. Violators will be prosecuted to the fullest extent of the law.

Before You Begin

I have tried to keep this report as short as I possibly could. So, it is fairly condensed and may require more than one reading to ensure that you don't miss any important information.

I would recommend that you read it more than once and perhaps take some notes along the way, as a new idea or concept pops into your head.

Also...keep in mind that you shouldn't dismiss an idea or technique just because it sounds familiar or is something you already *know* about.

As you are probably already aware of, *knowing* more doesn't do us any good unless we put that new knowledge to use, through action and application.

If you're not using what you know and not reaping its benefits, it's almost as-if you never really knew about it, isn't it?

Lastly, I've put this information together fairly quickly. I have laid out the overview of my system fairly well. But there's a lot *more* I wanted to add to this report that I wasn't able to. Also, I wasn't able to cover as much of the "psychology" behind the process as I would have liked to. I will try to get that in there in the next update, which should be done soon. Instructions to receive these updates are provided towards the end of report.

Onwards...

Do Less, Get More

I am a great believer in keeping things simple. Simplicity is power!

I don't believe that things have to be complicated to be effective. Almost always, the simplest concepts and strategies are the most powerful - with the added benefits of being quick and easy to implement.

Hey, life is complicated enough as it is, right? Why complicate it any more!

I also believe in getting as much leverage as possible out of everything I do. My marketing plan includes only those marketing strategies that allow me to do very little and accomplish a lot in return.

The Importance of Having a System!

Take an individual who's earning \$100,000 per year and compare him to another who's running the same type of business yet earning \$1,000,000 per year. What do you think is the biggest difference in how they run their businesses that creates such a big difference in the income they generate?

Most people would assume that the individual earning a million dollars per year is probably working harder and longer than the one earning a hundred thousand dollars.

Yet, in many cases, this is not true.

Instead, the individual earning more money has simply created a "system" that allows him to free up a lot of time and energy, usually to a point where he doesn't have to physically be there in order for the business to run.

Think about it...

Let's take the restaurant business, as an example: We have one individual who owns a restaurant and works full-time at that restaurant in order to earn a profit. We have another individual who owns an entire chain of restaurants, makes a lot more money than the first guy, and doesn't even have to be *physically* present at *any* of his restaurants!

Which guy would you like to be?

The second guy has created a "system" that allows him to not be physically present in order to make a profit. He has then taken it one step further and duplicated the system many times over.

The same can be done for any business. Even an online business - in fact, more so since we have so many automation tools at our disposal.

Autoresponders are one of the tools that give me that power of leverage and automation, allowing me to do very little and get a whole lot done!

The Tool and the User

Another very important concept I would like for you to realize is that an autoresponder is just that - a **tool**.

And as is true with all tools, it is only as effective as the user.

*A car is only as good as the driver. A baseball bat is only as good as the batter.
A sword is only as good as the warrior wielding it.*

This is a very important concept to understand. Especially since it applies to just about everything we do, in every area of our lives.

Design issues aside, the performance and effectiveness of a tool depends **entirely** on the *user*.

The same is true for this handy tool we call the 'autoresponder.'

What Autoresponders Are Mostly Used For

An autoresponder is used for delivering specific information out to individuals quickly, sometimes just seconds after they request it. It allows us to automate the repetitive task of sending that same information out individually to each requester.

Most marketers use autoresponders to: send out special reports/articles upon request, and/or send out a "welcome" message to new subscribers of a newsletter/ezone.

That's it!

Those who use 'follow-up' autoresponders are usually not much different. Most of their follow-up messages usually include more reports, articles and maybe some resources and product promotions.

There's nothing wrong with doing that. As long as we realize that there's a lot more we can accomplish with autoresponders. A whole lot more!

What Autoresponders Could Be Used For

Here's a list of some tasks you could automate using autoresponders:

- send out 'welcome' messages to new subscribers
- send out reports, newsletters, updates, alerts, etc.
- promote a front-end product
- add new customers to a customer list
- deliver product download info (links, passwords, etc.) to new customers
- dramatically reduce the amount of emails you receive
- minimize refunds/returns and chargebacks
- add new affiliates and increase your sales easily
- get testimonials from customers
- get hot, new, marketable product ideas quickly and easily
- get feedback on your products
- promote/endorse backend products
- and so on...

Keep in mind that since you'd be using autoresponders to do all of the above, you wouldn't have to be there for these tasks to be accomplished! You could be doing "other" things. Hence, you'd be able to cut your workload by up to 70%. How would you like to do that for your business?

The list above is just what I came up with off the top of my head. There are a more things you can add to that list. And further automate many tasks.

My Autoresponder Maximizer System

My main goal, when creating the Autoresponder Maximizer System, was to drastically reduce the amount of emails I was getting and having to respond to.

See, initially, I wanted to find ways to automate many of the repetitive tasks in my *entire* business that were taking up a lot of my time, not just email.

I wanted to create a "system" that could work independent of my physical presence.

In order to do that, I first had to clearly identify and list each and every task I was performing during my regular workweek. Only then was I able to see the big picture and figure out which tasks were repetitive. Only then was I able to see all the little pieces that would make (or break) the system.

Only *after* I had all the pieces to the system could I begin to improve on them.

Once I was able to isolate the tasks that were repetitive, and hence the most time consuming, I then had to find a way to *automate* them.

Interestingly enough, I found out that I was spending way too much time reading, responding to, and sending out emails, including my *own* outgoing email messages that I was initiating.

I noticed that a lot of my incoming emails were very similar, in that, they contained similar questions and concerns from customers. I also noticed that many of the emails I was sending *out*, including replies/responses, were quite similar as well.

I decided to find ways to automate them. And, Viola! The Autoresponder Maximizer was born.

Here, then, is a breakdown of one of my autoresponder sequences to show you how much of my work has been automated...so far ;-) (Yes, that means I'm continually trying to improve on the process to save more time & effort.)

[Side note: Be sure to add **yourself** (your email address) to each autoresponder sequence you promote. That way, you will know what's going on with each one, at every step, and whether or not they're all running smoothly, as planned.]

Step 1: Get The Email Address

This is obviously the first, and most important step. It is also one of the most difficult to accomplish, compared to the rest of the steps: getting individuals to give you - a stranger - their email address.

There are a few ways you can accomplish this. You can offer them: a free subscription to your newsletter, a mini email course (very popular these days), a special report, an ebook, and so on. Anything that doesn't cost you much to prepare/deliver and is of *value* to the prospect.

My ads, signature lines, resource boxes, etc. promise a FREE special report entitled "*Discover The One Secret That Can Skyrocket Your Profits!*" (This report explains the importance and benefits of creating an email list.)

The report offers them a small "taste" - a sample of my work.

Step 2: Turn Them Into "Subscribers"

The next autoresponder message in the sequence thanks them for downloading the special report and asks if everything went okay. "Were there any problems downloading or viewing the file?"

With this email, I also include a very short report containing answers to some common downloading/viewing questions that I would usually get from people. A small troubleshooting article, if you will.

I then inform them about an *additional* bonus they will receive from me, a *free subscription* to my popular 'marketing newsletter' which they will start receiving within the next few days. I also tell them that if they're not interested in this, they can simply click on the 'unsubscribe' link at the end of the message. And, they can also unsubscribe at any time in the future, if they choose to do so.

If they liked the 'special report' I sent to them in Step 1, there's a pretty good chance that they will want to check out my newsletter. In this note, I also list a "summary of benefits" of my newsletter. In other words, I give them lots of reasons to want to try out my newsletter.

Now...why am I not offering them a newsletter subscription to begin with instead of starting with a special report first?

Because, I've found that it's much easier to get them to try a one-time deal (an article) than to have them subscribe to a regular (weekly/monthly) publication. This is why I offer the newsletter in Step 2, after they've gotten a taste of my work through the article requested in Step 1.

See, I am getting them to take "baby-steps" towards my desired outcome instead of asking them to jump in with both feet. The latter gets much more resistance.

(Mini email courses seem to work well for Step 1 as well, which is basically an ebook or a large article, broken up and mailed out in sections.)

Step 3: Send Out The Newsletter

The next email sends out a sample issue of the newsletter, which is basically another useful special report in a newsletter format. Again, something of value to them.

(Most of the newsletters/reports that go out will have a small product endorsement towards the end of it. This is essentially my *front-end* product. They may or may not buy the product immediately. But each email that goes out after this point will ensure that they see that *same ad multiple* times.)

Step 4: Promote a Front-End Product

The next email will solely promote my front-end product. The email is basically a sales letter highlighting the benefits of the showcased product.

I will usually send out at least 3 reports/articles/newsletters *before* I do a solo mailing of this type, for a product endorsement. You can do more or less. Test it out and see what works best for you and your list.

(Again, I'm having them take baby steps instead of saying "Buy now, buy now!" and turning them off.)

Step 5: Add To "New Customer" List

This is where it gets interesting...

Those who don't order my product through the solo mailing continue to receive my newsletters/reports/articles, etc. (with small ads at the bottom), as well as other solo ads from time to time.

Those who *do* order my product at this point get added on to a **new** autoresponder sequence. This is the autoresponder I have created specifically for the customers of my front end product. (By the way, you should have a separate sequential autoresponder set up for each product that you promote. You'll see why in a moment...)

Note: The previous autoresponder sequence is still functional and continues to send them newsletters, reports, etc. They can unsubscribe from it at any time. (I do my best not to repeat an article in the 2nd autoresponder that gets published in the 1st one, and visa versa.)

Here's how I add new customers to the new autoresponder sequence...

After a customer orders the product via the online form, they are directed to a "confirmation" page. This confirmation page has a message identical to the one below...

Thank you for your order!

Please confirm your order by entering your first name and email address below. After your confirmation, you will be sent to the "product download" page:

Name:

Email:

As you've probably guessed, the above form is an autoresponder "signup" form.

As soon as they enter and submit their name and email address through this form, they get added to the *new* autoresponder sequence, and *then* get directed to the "download page."

I noticed a few smart marketers using this technique on their "thank you" pages so I wrote to one of them and asked what script they were using to accomplish this.

You can imagine my surprise when I found out that it was simply an autoresponder signup form! All kinds of light bulbs started going off!

Step 6: Cut Down On Email Volume Dramatically

Remember when I said earlier that I was getting a lot of the same types of email questions and concerns from a lot of people?

Well, one of the biggest groups sending these questions were "new" customers who had just made a purchase! And were either having problems downloading the product, had lost their passwords, couldn't find the downloaded file on their computers, didn't know how to open/view PDF files, or something else along those lines.

So, I basically created another troubleshooting/FAQ type of report and plugged it into the new autoresponder sequence as "Message 1", along with a "Thank you for your order" statement, and their download links & passwords.)

I came up with this idea by asking the same question... "What's repetitive and can be automated?" And I decided, why not answer most of the questions my new customers usually ask me after they place an order, put that into a mini

report, and send that to them along with the thank you email **before** they even ask the questions!

I also noticed that Jim Daniels was using a similar system for his products. Jim probably has the best example of this FAQ-type email that I've seen in use so far. I picked up a few things from his system, that I hadn't thought of, to add to this step.

For example, I noticed that he had inserted information about his "affiliate program" for the product into that first FAQ/thankyou email. Not a bad idea. I usually promote the affiliate program in a future email message, but may consider doing it in the first email instead. I haven't decided yet.

This initial "troubleshooting/FAQ" type email also cuts down on refunds and chargebacks since most of the product download and viewing problems are taken care of immediately. The customers don't have to email you regarding a 'new order' problem, and then wait for you to respond to their email. They have all the answers before the questions ever come up!

Note: I make it very clear in my email that customers should read the entire email before they contact me regarding problems with their orders since most of their questions will probably be answered in that first email.

This one step alone cut down my email volume by at least 50%!

Step 7: Minimize Refunds/Returns

This step further minimizes refunds and returns after customers have ordered your product.

In this message, I send them information about an "unadvertised bonus" that they're receiving from me, as my way of saying "thanks again for the order." It is an *unadvertised* bonus because I don't mention anything about it in the sales message. This bonus is an "extra" - added on top of the bonuses they were promised in the sales letter.

This is a nice surprise for the customer. You're also "over-delivering" on your promise, which is always a good call, as it adds to the overall value of the product they ordered! (Your initial "product and bonuses" package should *already* be a great value - before you ever send the unadvertised bonus.)

The bonus can be anything: an ebook, a special report, an interview etc. (anything that holds high-perceived value.)

[I've also noticed some marketers using another tactic to minimize refunds: In their sales message, they will mention bonuses that are to be delivered X number of days after the order. For example, they would have one bonus delivered 10 days after the order, the next one delivered 30 days after the order, and so on.

I personally don't use this method but it seems to work for those who are using it. It's your choice whether you want to use this strategy or not.]

This is also a good time to tell your customers about an *added* bonus they will receive from time to time: special articles, reports, and resources that you feel would be of value to them. In a nutshell, you're telling them that they should expect occasional emails from you (which is standard practice these days.)

Or you can tell them that you're subscribing them to a "members only" newsletter, available only to paid customers, which is an added bonus for the purchase they just made.

If you provide them with quality information, they will be open to receiving all your messages.

Step 8: Get Killer Testimonials and Feedback

I've found that the best time to get testimonials from customers is immediately after they have read/used your product and the impact of the great ideas and new strategies in your product is fresh in their minds. This is when they are most impressed with your product.

The longer you wait to ask for a testimonial, the less enthusiastic the customer becomes about the product. This has nothing to do with the quality of the product. It's just human nature. It's similar to what happens on the first day a kid gets a new toy compared to a month later when he's not as excited about it as before.

As the infamous saying goes, strike while the iron is hot :-)

You can offer them another free ebook, report, etc. for their troubles. It will be an added incentive for them to take a few minutes out to do a testimonial for you.

I ask them to give me their *honest opinion* about the product. I don't want them to give me a false testimonial. They get the free ebook/report regardless, whether they send me a testimonial or a criticism.

I'm fine with either one: A good testimonial can go up on my web site. A bad one or a constructive criticism will help me improve on the product. I don't usually get too many bad reviews though.

Step 9: "Just Checking Up On Things"

At this point, I send them a note asking them how things are going. I'm just checking up on things, making sure everything is going smoothly.

I ask them if there has been any problems or concerns so far that haven't been addressed. This could include download problems, unlocated bonuses, lost passwords, whatever.

If they do have any problems, I ask them to contact me (at a different email address so I can give their concerns special attention.)

Again, this will further minimize problems, questions, refunds, etc. and also show the customer that you aren't someone who forgets about them after they have made a purchase - a situation that is very common on the Internet these days.

Step 10: Build on the Relationship and Good Feelings

The next message in the sequence sends them another "unadvertised bonus."

Just creating more good feelings, giving them more value for the purchase, and building rapport. Essentially, I'm working on strengthening the ongoing relationship.

Note: Each additional bonus report or ebook I send them is *viral* in nature. That means, while it provides good solid information and value to the customer, it also has some links to additional resources and products they can purchase, either from me or from one of the marketers I've affiliated with.

Step 11: Grow The Business At Zero Cost!

This next message informs the customer about my affiliate program for the product they have recently purchased.

And who better to promote your product than a satisfied customer?!

This email lays out all the benefits of becoming an affiliate of mine. Whenever possible, I try to pay at least 50% commission on my affiliate programs.

It's an easy way to get others to sell your product, pull in some extra cash, and most importantly, build that mailing list!

Again, if your product has created value for them, they will gladly endorse it to others, especially if it means some quick cash in their pockets in the process. A win-win situation.

Step 12: Get Hot, New Product Ideas

This next email contains a short survey asking the customer a few questions like: how can I improve on my product; which marketing subject/area would they most like to see a product about; which marketing step are they still having difficulty with and would like more help with, and so on.

This short survey gives me some really powerful information. I can usually tell which type of product I should promote to my list in the future. (Large corporations pay millions of dollars to get this kind of focused survey results. You can get it for free!)

And of course, if I don't have time to create such a product, I will find someone who already has a quality product of this type and affiliate with that individual.

Sending simple, short surveys to your list is probably the best, and the cheapest way to get some really great, marketable product ideas.

Step 13: Promote/Endorse A Backend Product

This next email will basically be a solo mailing for a specific product endorsement.

It's always a good idea to endorse a product that is related to the first product you sold to these customers.

And, as mentioned in the previous step, you can also plug in a product here based on the results of your recent survey. You can either quickly create a product that's in demand, or just find an existing product and endorse it.

You can also send out resources and affiliate links to them for products that you enjoyed and feel that they would enjoy as well.

As I'm sure you already know, the real money is usually made on back-end sales.

Backend products can also be much higher ticket items because you're not selling to a cold list at this point. You're selling to people who have bought from you before and were happy with the experience. People you are having a positive ongoing relationship with.

Step 14: Keep The Ball Rolling

From this point on, all you have to do is continue to inform and educate your customers. Send them special reports, newsletters, etc. that will be of value to them. And...continue to **sell** to them!

It may also give you some new ideas and/or edit opportunities sometimes, when you read your own email messages.

As long as you provide them with quality products and good service, they will continue to buy from you.

Most people stop selling to their lists way too soon. Long before the list stops buying from them. Don't make that mistake. Continue to sell to your list as long as they will buy from you.

An additional note: Whenever possible, promote products and services that can generate a residual income for you.

Products like The Warrior Pro Membership work very well to generate a continuous monthly income for you. It's one more leg you can add to your table of profits!

If you're already a member of the Warrior group, and other residual income generators, start promoting them. If you're not a member yet, what are you waiting for?! :-)

Use the link below to check it out! It's the best deal you'll find on the Internet!

<http://www.prodesk.com/warrior/>

Listen...you don't need to master 100's of marketing techniques to be successful online. You only need one or two. I'm not kidding.

In "*Email Marketing Strategies Revealed*," I shared something very important with my readers. That...

"All marketing eventually boils down to **email** marketing."

If you know how to market effectively using email, that's all you'll need to see amazing results.

Permission email marketing is pretty much all I do to keep my business running, growing and continuing to earn a profit.

If you take the time to learn and master email marketing, you won't have to do much else to be successful with your business.

If you really think about it, there are only two areas you need to focus on in order to grow your business:

- 1) Continuously build your "responsive" list, and
- 2) Build and maintain an *ongoing* positive relationship with the list members.

Where to Go From Here

Every few months (sometimes sooner), I review my entire autoresponder system, as well as my entire *marketing* system, to see if I can find ways to improve the system.

My goal is always to get more leverage! To do less and get more! And, I look for tasks and patterns that can be automated.

And many times, I find *more* things I can automate! As you can imagine, my Autoresponder Maximizer System wasn't built in a day. It took some time to fill in the pieces. It took a few reviews before I was able to automate so much of it.

As you're reading this report, I'm modifying my AR sequence **once more** to make it work even better and cut down even more of my time!

The reason? **ListWarrior**, of course! (I'm sure you've heard me talking about this before.)

I will be making some major changes to the system because I have just started using the new **ListWarrior** autoresponder system, which has a lot more features I could make use of.

This system is also saving me a **ton** of money because it offers **unlimited** autoresponders and it's absolutely free if I have one of my sites hosted by **Host4Profit** (which I do!)

It also allows me to set up over 50 messages into the autoresponder sequence! That means, I can have the system working for me for an entire year - without my lifting a finger! Can you say "leverage??" ;-)

To get the most recent changes/updates I'm making to my Autoresponder Maximizer system right now, (and every time I change it), and to receive other little gems I discover to improve and automate my overall marketing system, just send an email to: maximizer@listwarrior.com

I will send you updates of this report each time I change it. (As I mentioned earlier, I would also like to add more of the psychology behind the steps so you can really see the reasoning and the *power* behind each step.) Sign up to receive these updates using the email given above, in the previous paragraph.

To find out more about **ListWarrior**, **Host4Profit**, and **The Warrior Group**, which is the best darned marketing site on the planet, please go here...

<http://www.prodesk.com/warrior/>

One final note about autoresponders...

Be very, very selective about the autoresponder service provider you decide to go with. When you're delivering vital information to people who have "paid" you money, you want an autoresponder service that will not choke halfway through your message sequence. If it does, you'll get a swarm of refund requests heading your way!

That's why I don't rely on free autoresponders for this portion of my automation system. I've been using GetResponse for a while because of this same reason. They are reliable.

And now, I've started to move all my lists and message sequences to **ListWarrior**. Over the 6 or so years that I've been a Warrior member, I've never had any problems with the products and services provided there. I trust the Warriors products and services completely. And I would whole-heartedly recommend it to anyone who is serious about their online business.

Now, let's start doing less and making more! :-)

To your success!

Sincerely,

Bryan Kumar

P.S. Any questions regarding this report, just send me an email at:
bryan@prodesk.com

Resources and Recommendations

These are products and services I personally use...

First and foremost, if you're not a Warrior member yet, go check out their site now. Trust me, it will blow you away!

<http://www.prodesk.com/warrior/>

Next, Paul Myers has released a very powerful book about list building. If you'd like to grow your responsive list by the thousands, check his book out.

<http://www.prodesk.com/listmachine/>

And lastly, I also publish and offer a **free** "Success Secrets" newsletter as well as a "Marketing Secrets" newsletter. You can check these free newsletters out by going here...

<http://www.prodesk.com/growth/>

**Copyright © 2002 by Bryan Kumar and Prodesk.com
All Rights Reserved.**

Unauthorized duplication or distribution of this material is strictly prohibited. Violators will be prosecuted to the fullest extent of the law.