

CITK

Implementing Prayer Requests
Management in CITK Software



Implementing Prayer Requests Management in CITK Software

Managing prayer requests efficiently is vital for fostering a supportive and caring church community. Here's how to implement a comprehensive prayer request management system using CITK Software:

1. Setting Up Prayer Request Submission Forms

Step 1: Create a Prayer Request Form

1. Navigate to Forms: Go to **Marketing > Forms**.
2. Create a New Form: Click **+ Create New Form**.
3. Design the Form Fields: Add the following fields:
 - First Name: **First Name**
 - Last Name: **Last Name**
 - Email Address: **Email**
 - Phone Number: **Phone**
 - Prayer Request: **Textarea** (Allow members to write their prayer needs)
 - Anonymous Submission: **Checkbox** (Optional)

Form Settings:

- Form Name: **Prayer Request Form**
- Sticky Contact: **On**
- Submit Action:
 - Message: "Thank you! Your prayer request has been submitted."
 - Redirect URL: [Thank You Page URL]

Click Save Form:

Save Form

Integrate Form

Step 2: Embed the Prayer Request Form on the Website

1. Navigate to Website or Funnels: Go to **Sites > Funnels/Website**.
2. Create a Prayer Request Page: Click **+ Add Funnel/Website > Create New Funnel**.
Choose a template or create a new one from scratch.
3. Add the Prayer Request Form to the Page: Click **Edit Page**. Drag the **Form** element onto the page. Select the **Prayer Request Form**.
4. Click Save and Exit: Click **Save** and **Exit**.

2. Automating Prayer Request Acknowledgments and Assignments

Step 3: Create a Workflow for Prayer Request Management

1. Navigate to Workflows: Go to **Automation > Workflows**.
2. Create a New Workflow: Click **+ Create Workflow**. Name the workflow **Prayer Request Management**.
3. Set Up the Workflow Trigger: Click **+ Add New Trigger**. Choose **Form Submitted**. Select the **Prayer Request Form**.
4. Add Workflow Actions:

A. Send Confirmation Email to Submitter: Click **+ Add New Action**. Choose **Send Email**. Configure the email:

Subject: Thank You for Submitting Your Prayer Request

Hi {{contact.first_name}},

Thank you for sharing your prayer request. Our team is praying for you, and we trust that God's peace will surround you.

If you need further support, please don't hesitate to reach out.

Blessings,

[Your Name]

- [Your Role]
Click **Save Action**.
- B. Assign Prayer Request to a Prayer Team Member: (Details not provided in the input)

Setting Up the Workflow

1. Click `+ Add New Action`.
2. Choose `Assign to User`.
3. Select the team member(s) responsible for handling prayer requests.
4. Click `Save Action`.

C. Notify the Prayer Team via Email:

1. Click `+ Add New Action`.
2. Choose `Send Email`.
3. Configure the email with the following details:

Subject: New Prayer Request Submitted by {{contact.first_name}}!

Hi Prayer Team,

A new prayer request has been submitted by {{contact.first_name}}. Here are the details:

Name: {{contact.first_name}} {{contact.last_name}}

Email: {{contact.email}}

Phone: {{contact.phone}}

Prayer Request: {{contact.prayer_request}}

Let's keep them in our prayers.

Blessings,

[Your Name]

[Your Role]

5. Recipients: Add the prayer team email addresses.
6. Click `Save Action`.

5. Activate the Workflow:

Click `Save` and toggle the switch to activate the workflow.

3. Tracking Prayer Requests Status and Progress

Step 4: Monitor Prayer Requests via Custom Reports

1. Navigate to Custom Reports: Go to `Reports` > `Custom Reports`.
2. Create a New Custom Report: Click on `+ New Report`.
3. Name the report `Prayer Requests Dashboard`.
4. Add Relevant Data to the Report: Click `+ Add New Widget`.
 - `Forms`: To display the number of prayer requests submitted.
 - `Workflows`: To track the workflow status for each request.
 - `Users`: To show which team member is handling the requests.
4. Customize the Dashboard: Rearrange the widgets for better visibility.
5. Add filters to display specific team members' prayer requests.
6. Save and Share the Report: Click `Save Report`.
7. Share the report link with team members.

4. Automating Follow-Up on Prayer Requests

Step 5: Create a Follow-Up Workflow for Prayer Requests

1. Navigate to Workflows: Go to `Automation` > `Workflows`.
2. Create a New Workflow: Click `+ Create Workflow`.
3. Name the workflow `Prayer Request Follow-Up`.
4. Set Up the Workflow Trigger: Click `+ Add New Trigger`.
 - Choose `Tag Added`.
 - Select the tag `Prayer Request - Follow-Up`.

4. Add Workflow Actions:

A. Send Follow-Up Email to Submitter:

1. Click `+ Add New Action`.
2. Choose `Send Email`.
3. Configure the email with the following message:

Subject: Checking in After Your Prayer Request

Hi {{contact.first_name}},

I wanted to check in with you following your recent prayer request. How are you doing?

Please know that our team continues to keep you in our prayers.

Blessings,

[Your Name]

[Your Name]

[Your Role]

...

B. Assign Follow-Up to a Team Member:

- Click `+ Add New Action`.
- Choose `Assign to User`.
- Select the team member(s) responsible for follow-ups.
- Click `Save Action`.

5. Activate the Workflow:

Click

and toggle the switch to activate the workflow.

5. Additional Tips

- **Tags:** Create tags like `Urgent Prayer Request` or `General Prayer Request` for better categorization.
- **Anonymous Requests:** Provide an anonymous option for sensitive prayer requests.
- **Team Coordination:** Schedule regular meetings with the prayer team to discuss ongoing prayer requests.

Let us know if you need any additional details or further clarification!

Building God's House with Excellence



Whatever you do, let these verses inspire you to carry out all your tasks with dedication, excellence, and a sincere heart aimed at honoring God.

Colossians 3:23-24 "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving."

Proverbs 16:3 "Commit to the Lord whatever you do, and he will establish your plans."

Ephesians 6:7-8 "Serve wholeheartedly, as if you were serving the Lord, not people, because you know that the Lord will reward each one for whatever good they do, whether they are slave or free."

Galatians 6:9 "Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up."