Drive Efficiency with AE CRM and the Schwab OpenView Gateway

AdvisorEngine

What we will cover:

- Using the integration
- Getting things started
- Account Data in AE CRM
- Automatic Alert Integration

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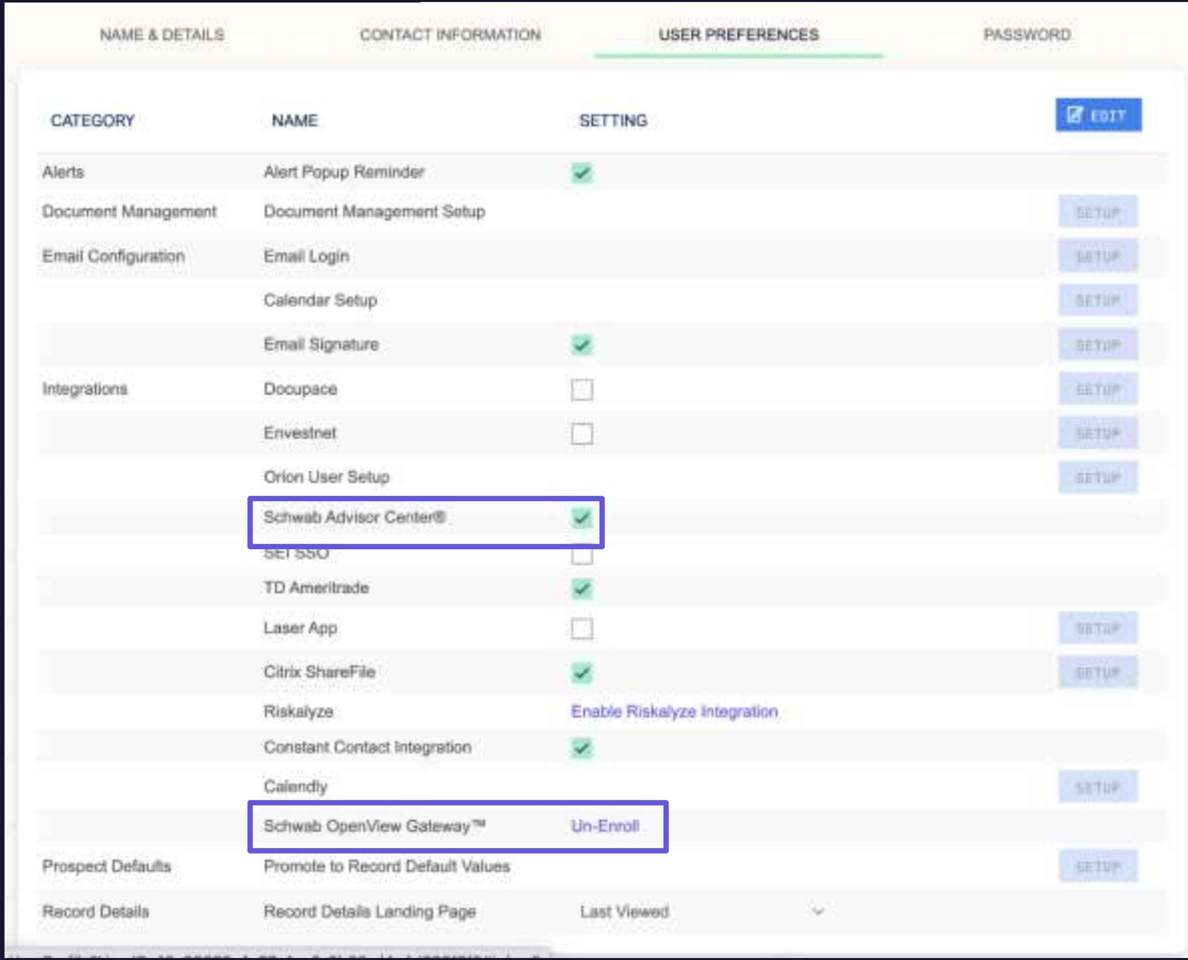
Enabling the Integration:



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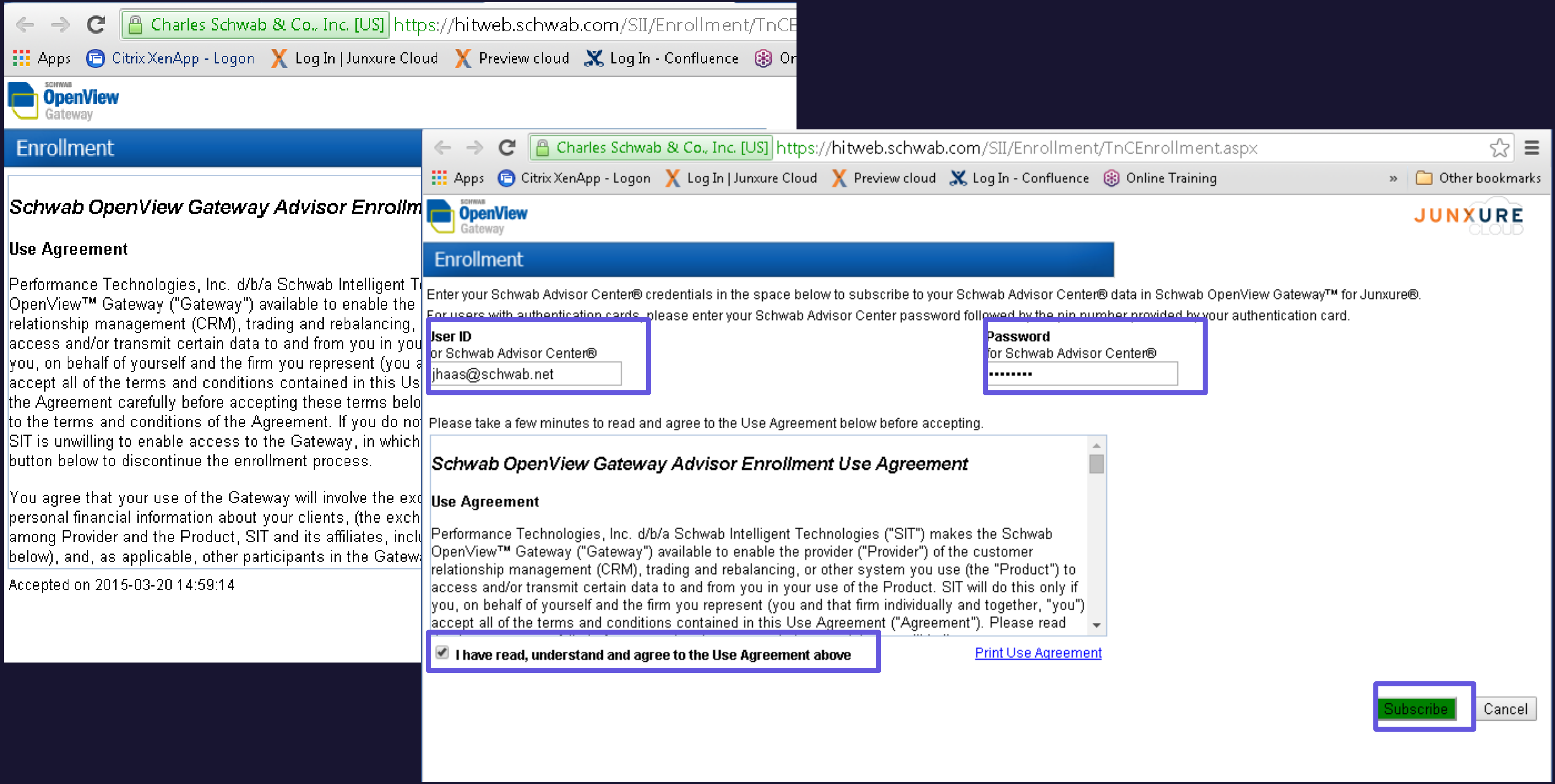

Available Imports:

- Advent Axys
- Albridge
- Black Diamond
- Envestnet
- LPL Financial
- Morningstar
- Orion
- Portfolio Center (Local or Hosted)
- Tamarac

What to know before you go:

- Workflow
  - What is it?
  - Can be downloaded during the setup process
- Create an AE Record for Schwab
  - Catches all Unassigned Alerts
- Create a special user in Schwab Advisor Center
  - Used to enable the alerts integration
  - Must have full access to all Alerts and Accounts

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Download Workflows:

Workflow Templates (Multi-step)

SAC-Minor Reaching Age of Termination
SAC-RMD Due

Workflow Templates (Single-step)

SAC-Account Change
SAC-Advisor Network Referral SAC-
Cost Basis Info Need SAC-Margin
SAC-Mgmt Fee Reject
SAC-Money Movement Potential Failure SAC-
Money Movement Client Initiated SAC-
Notice of Closed Account
SAC-Notice of Assets Transfer Out SAC-
NSF Check - Schwab One SAC-Trade
Client Initiated Schwab Default
Template

Action Types

Schwab Alert

Action Categories

Billing
Business Development Client Services
Money Movement
Portfolio/Trading

Action Tags

Account Closed Cost Basis AE
Management Fees Margin
Referral
Required Minimum Distribution Trade- Client Requested

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Alerts:

CANCEL SAVE

Schwab OpenView Gateway™ SAC Alert - AdvisorEngine CRM workflow integration setup

What Record do you want Alerts to be associated with if AdvisorEngine CRM cannot find a Record match automatically? — Click to Search

What SAC user will be used to pull the alerts? This SAC user requires adequate permissions to access all alerts in SAC for all sub-accounts in firm. — Alerts User is Not Enrolled. Click to Enroll

What AdvisorEngine CRM user should get the Alert if AdvisorEngine CRM cannot find a Record match automatically?

What AdvisorEngine CRM user should get the default Workflow Assignment if AdvisorEngine CRM cannot find an Alert - Workflow match?

The AdvisorEngine CRM Training and Consulting team has designed workflow for SAC alerts. You can add these workflows to AdvisorEngine CRM by clicking here. You cannot undo the addition of the workflows, but you can easily customize or delete them in Workflow Management. — Click to Add SAC Alert Workflows

Schwab OpenView Gateway™ SAC Alert - AdvisorEngine CRM workflow matching

Alert Description	Alert Type	Ignore All | None	Workflow match
Account Converted	Account Change	☐	
Address/Email Address/Registration/Phone Number Change	Account Change	☑	
Beneficiary Change	Account Change	☑	
Client Account Linked	Account Change	☑	
Custodial Account - Minor Reaching Age of Termination	Account Change	☑	

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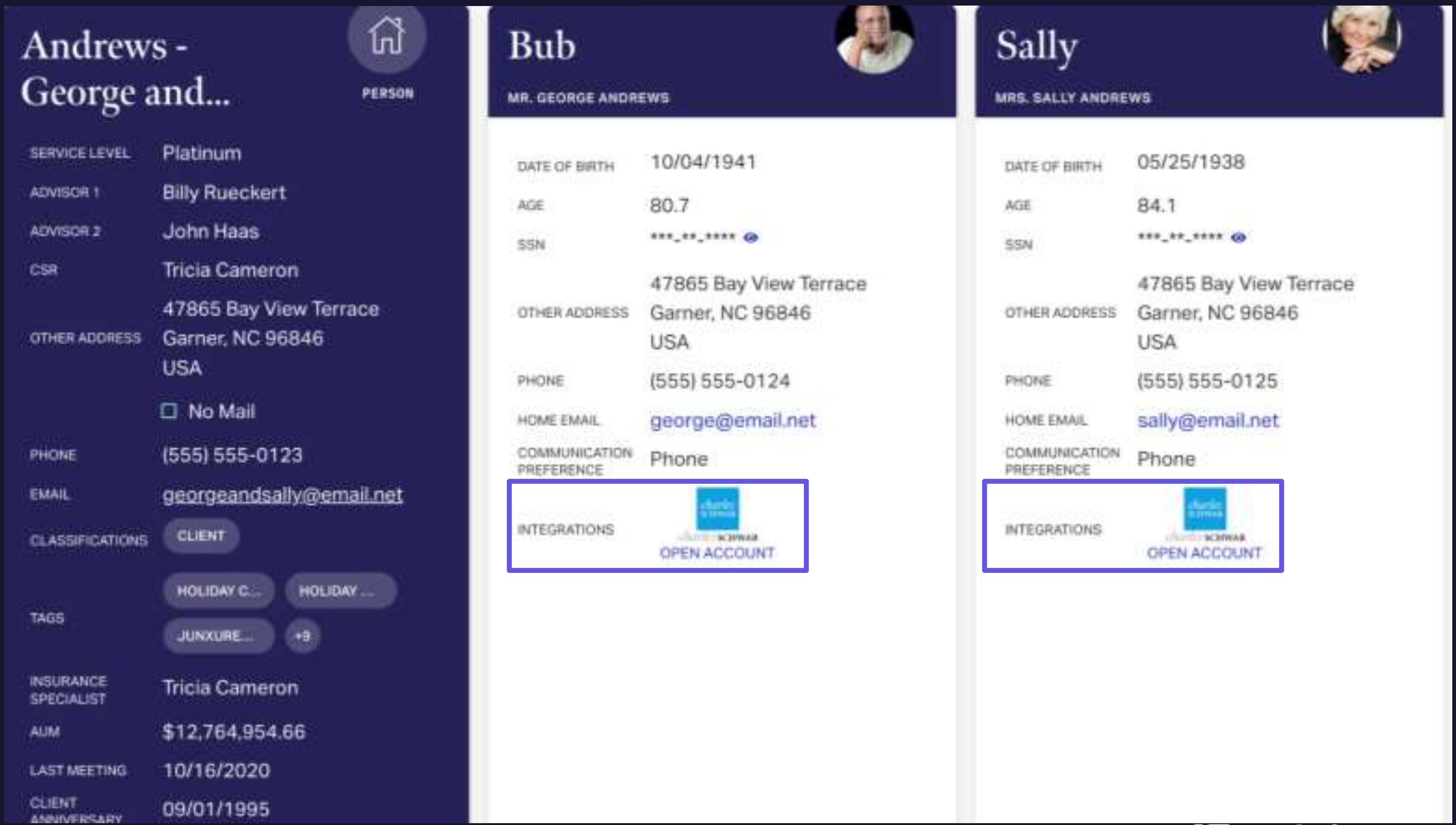
Digital Account Opening:



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Thank You for watching

Questions can be addressed to

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