

## PrimeContact List Rehash Guide

In this guide, we will explain our list rehashing procedure. This system allows you to recompile a list to generate a new set of leads based on their disposition from a completed campaign. You may also use this feature to redial an entire list from a previous campaign.

To begin Rehashing your list, click the Tools Menu in the main menu area.

In the tab that opens, click Campaign Logs, located 2<sup>nd</sup> from the bottom of the list.

(Shown pictured left, the menu items are highlighted in yellow).

The screenshot shows the PrimeContact dashboard. At the top, there's a header with account information: 'Current Account: [11480009]', 'Main Account: Current Account:', and a status bar with 'Ports: 3,381', 'Ringing: 2,852', 'Conn: 500', 'Xfer: 29', 'Calls: 1754,934', and 'Minutes: 89,869.50'. The main menu on the left includes 'Manage' (Create and edit users and account settings), 'Configure' (Configure Campaigns, Phone Lists, Schedules and DNC), and 'Tools' (Reports, Statistics). The 'Tools' menu item is highlighted with a yellow box. The right side of the dashboard shows a 'Last Five' section with a large grey area.

The screenshot shows the 'Campaign Logs' section of the PrimeContact dashboard. The left sidebar has 'Campaign Logs' highlighted in yellow. The main content area shows a 'Campaign Logs' table with columns: 'ID', 'Campaign', 'Total Di', 'Ans', 'Busy', 'Cong', 'Mach', 'No Ans', 'Other', 'Transfe', 'Cost', and 'Rehash C'. A row is visible with ID '853' and Campaign 'TEST-Double Key press test'. Above the table, there's a 'Time Period' dropdown set to 'This Year' and a 'Get' button, both highlighted with a yellow box. The 'Rehash' button is also visible.

ID	Campaign	Total Di	Ans	Busy	Cong	Mach	No Ans	Other	Transfe	Cost	Rehash C
853	TEST-Double Key press test	0	0	0	0	0	0	0	0	\$0.00	0

Now that the Campaign Logs Manager is open, we can view all of the campaigns we have previously dialed based on when they were dialed by selecting the time period and clicking "Get", located in the top right.

From here we will be able to select which list we would like to rehash based on the time period you have selected.

Select the list you are rehashing by checking the box located beside the list name then clicking Rehash, located in the top right of the window.

(Pictured below, with the checkbox and Rehash button highlighted in yellow)


Current Account: [11480009]


Ports: 3,802 | Ringing: 2,988 | Conn: 786 | Xfer: 28 | Calls: 768,888 | Minutes: 91,103.90

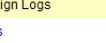
Main Account: p: Current Account: p:


**Manage**  
Create and edit users and account settings.

**Configure**  
Configure Campaigns, Phone Lists, Schedules and DNC.

 Campaign Statistics

 Historical Statistics

 Campaign Logs

 Reports

Last Five: Campaign Log Form Historical Stats Stats Form

**Campaign Logs**

Quick Filter:  Clear Filter

Time Period: This QTR

ID	Campaign	Date	Totz	Ans	Bus	Con	Ma	No	Other	Transfers	Cost	Rehash Count
<input checked="" type="checkbox"/> 873	TEST-Double Key press test	10/13/2011	0	0	0	0	0	0	0	0	\$0.00	0

**Rehash Wizard:**

Give this new Phone List a name and then select the types of dispositions and call results to copy into the new list.

Phone List Name:

Split States:

Dial Result:

☐ Answer ☐ Machine

☒ No Answer ☐ Do Not Call

☒ Busy ☒ Other

☒ Congestion

Answer Result:

☒ Include All

☐ Digit Pressed:

☐ No Digits Pressed

Transfer Result:

☒ Include All

☐ Transfer Successful

☐ Transfer NOT Successful

Set a new name for this list, and choose the appropriate options or dispositions for the list.

After this is completed, your window will appear similar to the example shown here.

Dispositions for rehashing are explained in the next page.

**Dial Result:** Is the result of the dialing of the list. By selecting these options you may define your list to be rehashed if the previous call was answered or not, went to an answering machine or by any other dialer result, or combination of.

**Answer Result:** This section allows you to rehash your list based on the results collected by a survey or other broadcast that included key press options.

**Transfer Result:** From here you may select specific transfer results to rehash your list from if your broadcast was enabled for transferring.

When you are satisfied with your options, click Save.

Your new list will now be loaded into the system, this may take a moment as it processes the new data.

When this has been completed, your new list will be available in your "Phone Lists" manager can be assigned to a campaign for dialing.