

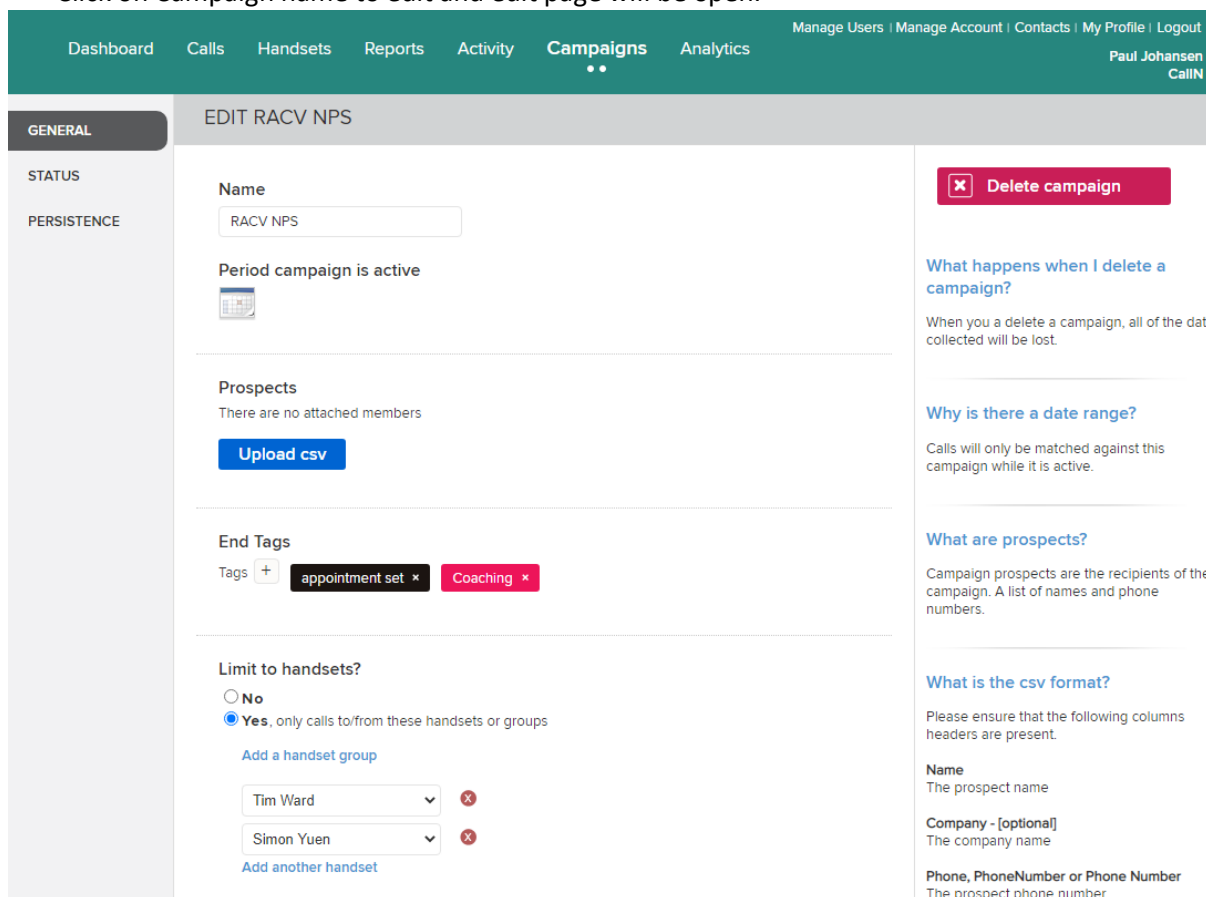
Managing a Campaign

After setting a campaign, you can monitor its progress in **Campaign** window.

To do this:

General

- Click on **Campaign** from the top horizontal navigation bar.
- Click on Campaign name to edit and edit page will be open.



- From General, all setting can be altered.
Note: "If you want to modify prospects file, you need to include both existing prospect file data and new prospect data in one .csv file. As uploading a new .csv file will overwrite the existing prospect file in the portal."
- Press **Apply** to save any changes made.

Status

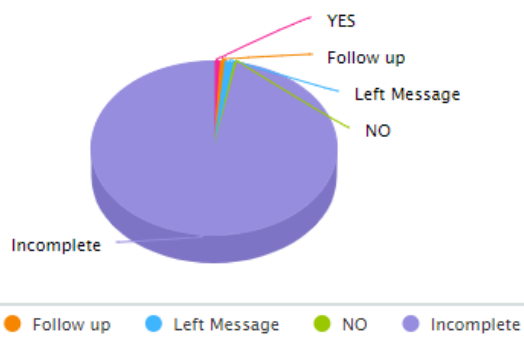
- Shows the current or the final status if the campaign is ended.
- The top is Summary and details are below that.

STATUS CALLN DEBTORS - APRIL 2017

Filter ▼

Summary

Total Prospects: 3,805
 Attempts: 479
 Talk Time: 11h 6m 19s
 Complete: 115
 Progress: 3.0%



Details

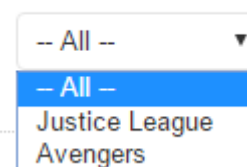
Payment Method	Name	Company	Phone Number	Attempts	Talk Time	Outcome
CUSTOMER DIFFERENT TERMS	10210		0892228505	0	0s	
CUSTOMER DIFFERENT TERMS	1058		0397630533	1	1m 3s	YES
CUSTOMER DIFFERENT TERMS	1458		1300562587	0	0s	
CUSTOMER DIFFERENT TERMS	157		0404035408	0	0s	
CUSTOMER DIFFERENT TERMS	1756		0738575085	0	0s	

Optional- ONLY FOR OPTIONAL FIELD GROUP NAME:

If your CSV file includes the optional group name filed, you can further refine the information displayed to an individual or group based.

- Select Agent is set to "All" by default, but it can be changed by selecting one of the options from drop-down list.

Select Agent



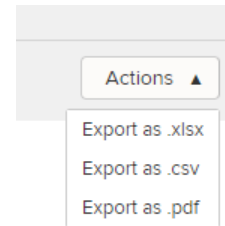
NOTE: The field name will change. It is based on what you called your "Customised Group Name Label" during the creation of the campaign. For example, if your "Customised Group Name Label" field was called "Car", the field would be "Select Car".

Tech Note: Managing a Campaign

Export Data:

The information shown can be exported to .xlsx, .csv, .pdf file formats.

- In the campaign status window, navigate to **Actions** Buttons to the very right-hand side.
- Click on **Actions**, select the **file format** from drop-down list.
- Click on the desired **file format** it will start downloading the file.



Persistence

It is a graphical representation of how successful agents have been contacting the prospects. A new campaign will only show one graph, with the second appearing once data is available to create the graph.

