

Dialer Central List Rehash Guide

Dialer
Central.com

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.

STEP 1 To begin Rehashing your list, click the Tools Menu in the main menu area.

STEP 2 In the tab that opens, click Campaign Logs, located 2nd from the bottom of the list.

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

The screenshot shows the main menu of the Dialer Central system. At the top, there are account statistics: Current Account [11480009], Ports 3,381, Ringing 2,852, Conn 500, Xfer 29, Calls 754,934, Minutes 89,869.50. Below this are sections for 'Manage' (Create and edit users and account settings), 'Configure' (Configure Campaigns, Phone Lists, Schedules and DNC), and 'Tools' (Reports, Statistics). The 'Tools' section is highlighted with a yellow box. Below it, a 'Last Five' section is visible. At the bottom, there is a 'Logout' button and a status message: 'James Taylor has been logged in since 12/02/2011 12:01:00 PM'.

Current Account:
[11480009]

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](#)

Campaign Logs

Quick Filter:

ID	Campaign
<input type="checkbox"/>	853 TEST-Double Key press test

Xfer Calls Minutes
28 552,583 95,702.60

Main Account: p:
Current Account: p:

Time Period: This Year

Get

Rehash

Total	Di	Ans	Busy	Cong	Mach	No Ans	Other	Transfe	Cost	Rehash C
0	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.

STEP 3 Select the lists you are rehashing by checking the boxes located beside the list name then click Rehash, located in the top right of the window.

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

The screenshot shows the 'Campaign Logs' section of the Dialer Central interface. At the top, there are statistics for 'Current Account' and 'Main Account'. Below that, there are navigation tabs for 'Campaign Log Form', 'Historical Stats', and 'Stats Form'. The main area is a table with columns: 'In', 'Campaign', 'Date', 'Tot', 'Ans', 'Bus', 'Con', 'Ma', 'No', 'Other', 'Transfers', 'Cost', and 'Rehash Count'. The first row is highlighted in blue and has a yellow box around the checkbox in the 'In' column. In the top right corner of the table area, there are buttons for 'Get' and 'Rehash', with the 'Rehash' button highlighted in yellow.

STEP 4 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.

Disposition for rehashing are explained below.

The 'Rehash Wizard' dialog box is shown. It has a title bar and a main area with the following fields and options:

- Phone List Name:** A text input field containing 'Test-NoAnswer:Rehash'.
- Split States:** A dropdown menu set to 'No'.
- Dial Result:** A group of checkboxes:
 - Answer
 - Machine
 - No Answer
 - Do Not Call
 - Busy
 - Other
 - Congestion
- Answer Result:** A group of radio buttons:
 - Include All
 - Digit Pressed: 1 (with a dropdown arrow)
 - First Question Only (with a dropdown arrow)
 - No Digits Pressed
- Transfer Result:** A group of radio buttons:
 - Include All
 - Transfer Successful
 - Transfer NOT Successful

 At the bottom, there are 'Cancel' and 'Save' buttons.

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.

STEP 5 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.