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How to Rehash a List

Dynamic Interactive

<http://vb.dynamicic.com>

The rehash feature is a great tool when you want to reuse a list you have already called. With the rehash feature you can reuse the entire list or select exactly who you would like to call again (busy, no answers, live person, problems, etc).

Step # 1

To rehash a list first go to the top grey bar, scroll over **reports** and click on **call log**. Next click on the icon labeled "rehash". In the blue query box put in the date that you ran the list and click search. If you do not see the blue box click the binoculars labeled query.

Tel Server Home Setup Reports Tools

Call Log for Sample Account

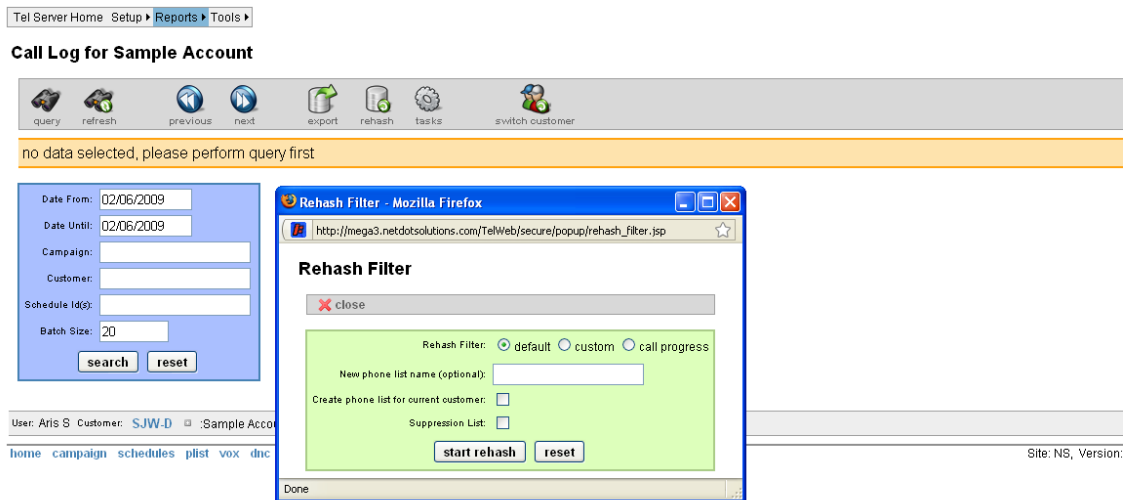


no data selected, please perform query first

Date From:	<input type="text" value="02/06/2009"/>
Date Until:	<input type="text" value="02/06/2009"/>
Campaign:	<input type="text"/>
Customer:	<input type="text"/>
Schedule Id(s):	<input type="text"/>
Batch Size:	<input type="text" value="20"/>
<input type="button" value="search"/> <input type="button" value="reset"/>	

Step # 2

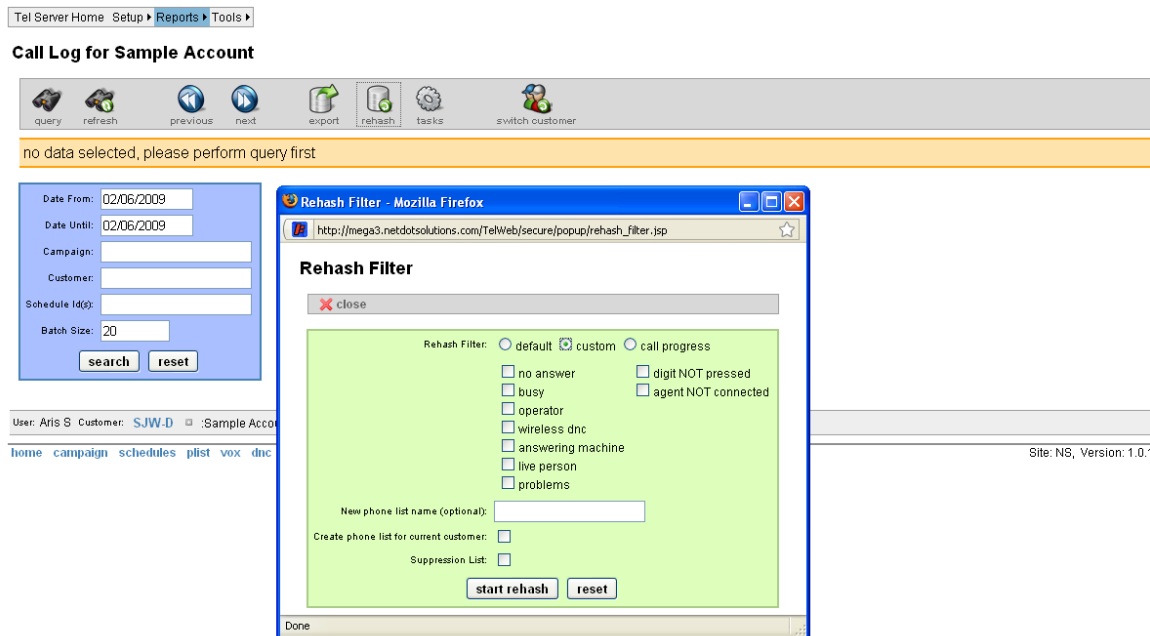
A new page will appear “rehash filter”. Next click the circle labeled custom.



The screenshot displays the 'Call Log for Sample Account' interface. At the top, there is a navigation menu with 'Tel Server Home', 'Setup', 'Reports', and 'Tools'. Below this, a toolbar contains icons for 'query', 'refresh', 'previous', 'next', 'export', 'rehash', 'tasks', and 'switch customer'. A message states 'no data selected, please perform query first'. On the left, a search form includes fields for 'Date From' (02/06/2009), 'Date Until' (02/06/2009), 'Campaign', 'Customer', 'Schedule Id(s)', and 'Batch Size' (20), with 'search' and 'reset' buttons. The main content area shows a 'Rehash Filter' dialog box from Mozilla Firefox. The dialog has a 'close' button and three radio buttons: 'default' (selected), 'custom', and 'call progress'. It also features a text input for 'New phone list name (optional)', two checkboxes for 'Create phone list for current customer' and 'Suppression List', and 'start rehash' and 'reset' buttons. The status bar at the bottom indicates 'Done'.

Step # 3

Next you will see the options you have for rehashing. From here click each box you wish to dial again. Below the boxes make sure to name this new rehash something you will recognize easily in the box labeled **“New phone list name”**. Then click **“start rehash”**. Give the dialer a few minutes to completely rehash your list.



Step # 4

Now you will need to go back to your schedule entry page. Go to **reports, then summary stats and min**. Next, click on the yellow pencil. From here click the cylinder labeled **“attach phone list”**. From the list choose the name of the rehash list you just created. Click add and then click save in the large green box on the left. Now you are ready to make your calls.

Tel Server Home [Setup](#) [Reports](#) [Tools](#)

Schedule Entry

lookup refresh previous 1/1 next attach phone list single upload copy stats

Schedule

Schedule Id: 670512
 Customer: Sample Account
 Campaign: Dynamic Interactive Press 1 & VM
 Date: 02/06/2009

Start Time (Pacific, 24h): 09:00 PST Pacific Mountain Central Eastern
 End Time (Pacific, 24h): 21:00 PST 09:00pm 10:00pm 11:00pm 00:00am

Priority: 5 normal
 Dial Rate Type: Max Channels per Agent
 Dial Rate Amount: 25
 Agents: 1
 Phone# Entries: 100,000
 Redial: redial once
 Redial Delay: 30 minutes
 Redial Filter: Busy No Answer Problems
 Answering Machine
 Repeat:
 Monday Tuesday Wednesday
 Thursday Friday Saturday Sunday
 Recalculate Phone# Entries

Active:
 Description:

Attached Phone Lists

Id	Name	Time Zone	Type	Entries Left
959813	dynamic interactive phone list 1.bt	MDT	Ready	1
959812	dynamic interactive phone list 1.bt	PDT	Ready	5
				6

Available Lists: bueno000 - PDT - 5
 Filter: bueno000 - PDT - 5
 oc 562 - PDT - 114,090
 oc 949 - PDT - 50,303
 sample#s list - a.txt - HDT - 1
 sample#s list - a.txt - PDT - 4
 spanish 818 - CDT - 1
 spanish 818 - EDT - 2
 spanish 818 - MDT - 1

Dialer:
 Channels:
 Connected:
 Routed:
 Est. End Time:
 Information:
 Warning:
 Error:
 Throttle:

For more information on how to use the dialer please visit: www.dynamicic.com to view our How-To video guides.