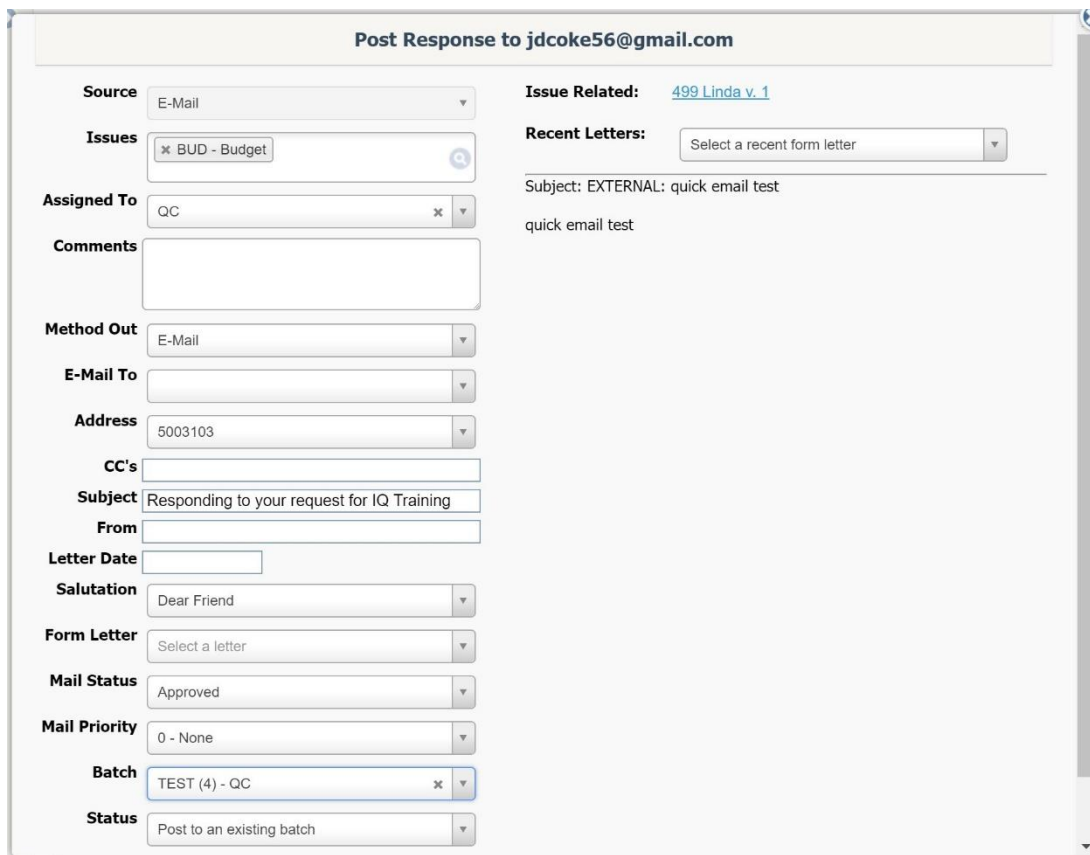


## How to Find and Process Emails in the Exception Set

1. In the Messages Big Menu, select All Message Sets in the Utilities column.
2. Scroll and click on the EXCEPTION link. (To view all of the emails from your constituents, expand the Cong. District filter and select the appropriate check box.)
3. To view the contents of the incoming email, expand the row by clicking the Plus icon.
4. To process a single Set record, select the Change Response and Status in-row action.
5. Enter the appropriate Issue Code, Assigned To, Comments, Form Letter, etc.
6. Once all of the response information is correct, in the Status field, select Post without a batch, Post to an existing batch, or Post to a new batch.
7. Click the Save button.



**Post Response to jdcoker56@gmail.com**

**Source:** E-Mail

**Issues:** \* BUD - Budget

**Assigned To:** QC

**Comments:**

**Method Out:** E-Mail

**E-Mail To:**

**Address:** 5003103

**CC's:**

**Subject:** Responding to your request for IQ Training

**From:**

**Letter Date:**

**Salutation:** Dear Friend

**Form Letter:** Select a letter

**Mail Status:** Approved

**Mail Priority:** 0 - None

**Batch:** TEST (4) - QC

**Status:** Post to an existing batch

**Issue Related:** [499 Linda v. 1](#)

**Recent Letters:** Select a recent form letter

**Subject:** EXTERNAL: quick email test

quick email test

8. To send the response, from the Messages Big Menu, select All Open and use the appropriate filters to find the Message and select the Send Email in-row action.
9. Confirm the Send In option (Foreground Now, Background Now or Background Later). Click on the Send Email button.

## How to Find and Process Email Campaigns in Exception/Message Sets

1. In the Messages Big Menu, select All Message Sets in the Utilities column.
2. Scroll and click on the Exceptions Set. (To view all of the emails from your constituents, expand the Cong. District filter and select the appropriate check box.)
3. Select all of the messages in the Set by clicking on the check box at the top of the results list.
4. Open the More drop-down menu and select Campaign Finder.
5. Select the Common Language percentage and click the Search button.

### Find Email Campaigns Within 5 Messages

Select the percentage of language that needs to match to determine if an incoming Email is part of a campaign.

A higher threshold is more restrictive in its searching. It is less likely to incorrectly group two messages together as part of the same campaign.

A lower threshold is broader in its searching. It is less likely to miss a campaign because of small personalizations allowed in some campaign Email systems.

**Common Language**

90%

80%

70%

60%

50%

40%

30%


Search

Cancel

6. Click the Save and Explore button.
7. To view the incoming message campaign, click on the Plus icon beside Campaign (1).
8. Enter the appropriate Issue Code, Assigned To, Comments, Form Letter, etc.
9. To process the messages, you must select Post with Batch, Posted in Background with Batch, Post without Batch or Posted in Background without Batch in the Status field. Post without Batch, Post with Existing Batch, or Post with New Batch. Click the Save button.
10. To send the response, from the Messages Big Menu, select All Open and use the appropriate filters to find the Message. Select all of the Messages from the results page and in the Button Action Row, select Send Email.
11. Confirm the Send In option (Foreground Now, Background Now or Background Later). Click on the Send Email button.

## How to Find and Delete Spam

1. In the Messages Big Menu, select All Message Sets in the Utilities column.
2. Scroll and click on the EXCEPTION link.
3. Use the Filters to select any emails that are out of district or have the same Incoming Subject.

EXCEPTION  Owner: QC Created: 10/2/2006 Status: Open

General

Filters

Filter Text...

Incoming Subject

- ☐ EXTERNAL: quick email test (1)
- ☐ PQA WayneR Test Email (1)
- ☐ RE: Test test two (1)
- ☐ TEST (1)
- ☐ test 01 (1)

Incoming Issues Codes

Incoming Method

Incoming Rule

- ☐ Rule# 0 (5)

E-Mail Custom Tag

Email Domain




E-mail Format

Assigned To

Letter

Set (5 of 5 Records Selected)

List Analyze Change More Sort: Created Date (Desc)

Search Again	View Contact	Edit Name and Address	Change Response and Status	Forward	Delete	(ID# 7000346)[1216]	1
<input checked="" type="checkbox"/>	 Searched... wayne.rogan@leidos.com	Found... <b>Wayne C. Rogan</b> No Address wayne.rogan@leidos.com IQ User				Created: 3/1/2018 Rule/Comments: 0 Subject: PQA WayneR Test Email Method Out: mail	
<input checked="" type="checkbox"/>	 Searched... william.pelkey@leidos.com	Found... <b>William Pelkey</b> Sr. Technical Trainer Leidos 499 South Capitol Street SW, Suite 400 Washington, D.C. 20003-4004 William.Pelkey@leidos.com IQ User				Created: 9/7/2017 Rule/Comments: 0 Subject: TEST Method Out: mail	
<input checked="" type="checkbox"/>	 Searched... jdcok56@gmail.com jdcok56@gmail.com	Found... <b>New</b> <b>jdcok56@gmail.com</b> No Address				Created: 8/16/2017 Rule/Comments: 0 Subject: EXTERNAL: quick email test Method Out: mail	
						(ID# 7001558)[948]	3
						(ID# 7001557)[947]	4

4. Select all of the filtered records in the Set by clicking the check box at the top of the results list.
5. Open the Change drop-down menu and select Delete.
6. In the Set Record Deletion dialog, select Delete, Delete Rest or Delete Rest in Background.