

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

### 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:** x 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 Set (5 of 5 Records Selected)

Q Filter Text...

List  Analyze  Change  More  Sort: Created Date (Desc)

Search Again	View Contact	Edit Name and Address	Change Response and Status	Forward	Delete	
<input checked="" type="checkbox"/>	Searched... wayne.rogan@leidos.com	Found: <b>Wayne C. Rogan</b> No Address wayne.rogan@leidos.com <a href="#">IQ User</a>				Created: 3/1/2018 Rule/Comments: 0 Subject: PQA WayneR Test Email Method Out: imail (ID# 7000346)[1216] 1
<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 <a href="#">IQ User</a>				Created: 9/7/2017 Rule/Comments: 0 Subject: TEST Method Out: imail (ID# 7000459)[956] 2
<input checked="" type="checkbox"/>	Searched... jdcoker56@gmail.com jdcoker56@gmail.com	Found: <b>New</b> <b>jdcoker56@gmail.com</b> No Address				Created: 8/16/2017 Rule/Comments: 0 Subject: EXTERNAL: quick email test Method Out: imail (ID# 7001558)[948] 3
<input checked="" type="checkbox"/>	Searched...					(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**.