

- Once you get used to using the keyboard, it makes using ANY application quicker (and has the added bonus of making you look even more efficient)
- It is case sensitive

Main menu

a	All call-backs
c	Companies yet to be called
b	Bookmark list
m	My last position
v	View records based on last call outcome
q	Quick find
1 – 12	Custom record selection (1 is first on list, 12 is last)

Campaign screen (outside of call / edit mode)

Ctrl+w	Returns back to Main Menu (or Campaign screen if printing)
1	Contact details
2	Campaign information screen
3	Call history screen
Enter	Call the record
[Move backwards through previous bookmarks
]	Move forwards through previous bookmarks
Backspace	Move backwards through previous bookmarks
s	Save bookmark
b	Bookmark list
f	Find
q	Quick find
u	Custom sort
p	Print
Alt+e	Edit mode
i	Information request (you can also double click on the email address)
Alt+a	Small campaign information tab (on front-screen)
Alt+r	Related records tab (on front-screen)
Alt+i	Internal notes tab (on front-screen)
Alt+n	Note pad tab (on front-screen)
Alt+m	Information tab (on front-screen)

Campaign screen (during a call)

Alt+d	Dead line
Alt+w	Wrong number
Alt+e	Engaged
Alt+v	Voice mail
Alt+t	In a meeting
Alt+o	Out of office
Alt+h	On holiday
Alt+u	Unavailable
Alt+f	Unspecified
Alt+p	Park (may not always be visible)
`	Other (usually in the top left of your keyboard)
Alt+i	Information request (you can also double click on the email address)
Escape	Cancel/Undo call
Alt+c	Cancel/Undo call

Important tips

1. When scheduling a call back – **only enter a TIME if it really warrants it.** Otherwise you will get more pop-ups then you would like
2. **Use the * key at the end of a field if you don't want it to do anything clever** (such as case conversion)
3. If you spoke to the primary contact during a call, you really need to store that information as it helps the call stats (for everyone) and provides some really useful information about the campaign
4. If you are dialling manually, press the Call button before dialling the number
5. **If the Escape key is pressed during a call, it will completely undo any changes made to that record during the call.**

