Chapter 11

Campaign Management

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Campaign Management

Use Campaigns to communicate with a specific group of clients meeting the same account rounding criteria. For example you could send out a special offer to clients who have personal auto policy but without a homeowner policy. Campaigns in Nexsure can be run to include specific lines of business. Before you begin the campaign, you must first decide who will be your target market for the campaign and determine the lines of business. After deciding what lines of will be included, compose the campaign letter.

Adding the Campaign Management Letter

Once the lines of business have been decided, you are ready to create the Campaign letter in Nexsure. To create the letter, access document template setup by clicking on **Setup** on the **Utility** menu and **Document Templates** link on the **Setup Console** and click the [Add New] link.

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Use the navigation below to access Nexsure setup information.												
Setup Console 🛛 🗵	Template											
Expand Minimize	[Expor	t][In	nport] [Select All] [Clear A	ali] e	D	C	K (st	nowing Page 1 of 1 🌔 🕅	Status	Filters: [Sh	now] [Hide] [Add New]
Color Schemes	Decans		Thank You	w	•		Client Letters	Thank You For Your Business	Draft	User Nexsure	06/19/2003	Ekeniove E
Integration			XDTI Commercial Property Sched	W		v	Schedules	Property Schedule with Addl Interest	Draft	Admin Nexsure	09/11/2006	B
🛨 Downloads			XDTI Commercial Proposal	W	4	V	Policy Letters	Commercial Proposal	Draft	Unknown Unknown	05/27/2005	E
Lookup Management	*		TI Commercial Proposal Ver	2₩		\checkmark	Proposal	Commercial Proposal	Draft	Admin Nexsure	05/10/2008	B
Opportunities	*		XDTI Commercial Vehicle Schedu	W	V	4	Schedules	Vehicle Schedule with Addl Interests	Draft	Admin Nexsure	09/11/2006	B
Print Blank Forms	*		TI Comml Prop-Veh-Eq Sch	2 ₩ 🔽			Schedules	Comml Prop-Veh-Eqpt with Addl Int	Draft	Admin Nexsure	05/10/2008	B
Programs			XDTI Comml Property Sch 2	W	V	v	Schedules	Property Schedule with Addl Interest	Draft	Admin Nexsure	05/10/2008	B
Security Administration	*		XDTI Scheduled Equipment	W		v	Schedules	Comml Sched Eqp with Addl Int	Draft	Admin Nexsure	05/31/2006	B
												Template

Enter the **Template Name**, **Description** and choose the **Microsoft Word** document type. Select a category to group your campaign letters by and choose the appropriate client stages. (For instructions on setting up categories see Chapter 6 of this manual). Click the **[Add New]** link to add the lines of Business the Rounding report will be run to include for the campaign. Click the **OK** button to launch Microsoft[®] Word[®].

				-]
Document Temp	late							
Template Name:	Homeow	ner offer letter]				
Description:	Auto no	homeowner campaign	letter]				
Document Type:	Microsof	t Word	×					
Category:	Campaig	jn Letters	v					
Client Stage:	Suspe	ect 🗹 Prospect 🗹 Clier	nt					
							[Add N	ew]
Business Type		Line of Busi	ness	Stage	Mode	Required	Remove	
Personal Lines		Homeown	ers	Policy	All		E C	
<							1	
			Save As	"Copy of Hon	neowner offer	letter" Sav	ve Back O	к

Complete and save the letter. (For more information on adding document templates see Chapter 8 in this manual)

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	Home	Insert	Page Layout	References	Mailings	Review	View	Add-Ins	Acrobat
ie N	exsure Fields	Rexsur	e Save 🚑 Repea	tBegin 🗔 Rep	eatEnd 🐴 Hio	deEnd を 🛚	/alidate 腹	Paste 😰 A	bout
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				Octobe	r 10, 2008				
: 1									
				«Client	Name»				
· .				«MailA	ddress1»«Hi	deBegin»			
				«MailA	ddress2»				
-				«HideE	nd»«MailCity	/», «MailS	tate» «Ma	ailZipCode×	
				Door #F	rofix» «Locti	lomow			
				Deal wr	Tenx «Lasu	vanie".			
				In revie	wing your ac	count we	find that v	/hile we ha	ve your Auto policy «Policy No.» with «Carrier
-				Name»	, you do not l	nave your	homeowr	ner policy w	vith our agency. Since there can be a substantial
:				savings	to you havin	g both pol	icies insur	ed with «C	arrier Name» we would like the opportunity to
m				show y	ou how much	you can s	ave. In or	der to find	out, please contact us right away for a free quote
				toseer	iow much yo	u call Save	eacityea	i by placing	your noneowner policy with «carrier Name».
-				We app	reciate your	businessa	ind hope t	hat you wi	Il let us help you by allowing us to provide a
				money	saving quote	for a hom	eownerp	olicy.	
4									
				Sincere	ly,				
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<mark>ان</mark> ا				«FullNa	ime»				
:				«Brancl	hName»				
-				Phone:	«BranchPho	neNo» Fa	x: «Branch	FaxNo»	
					_	_	_	_	

Note: When creating the document template for Campaigns, make sure not to use the **Demographic Data** fields as they will not merge into templates used in Campaigns.

Creating the Rounding Report

Before a Campaign can be run, you must first create the **Rounding Report**. This report must include the specific lines of business that were added to the document template for this campaign. If the lines of business do not match, you will not be able to select the document template when setting up the campaign.

To create the report, click the **Reports** link on the **Primary** menu.



Click the **Reports** link on the **Reports** menu.

Reports | Global Activity | Ad-Hoc

From the **Reports** window, select the **Report Type** and **Category** of **Management** and select the **Coverage Rounding** report from the **Available Reports** list and click **OK**.



Nexsure Reports		ne sure					
Reports							
To begin creating a report, select the Report Type. Based on your Report Type selection, Nexsure will load the available Report Category. Next, select the Report Category, Nexsure will then load the Available Reports area. You can use your arrow keys to move up and down the Available Reports list. As you do this a brief description will be shown in the Description area.							
Report Type:	Management	*					
Report Category:	Management	*					
Available Reports:							
Book of Business	Details						
Coverage Roundi	ng						
Lost Business							
INEW BUSINESS							
Description: Cover	age Rounding						
		Ok Cancel					

On the **Coverage Rounding** summary screen, click the **New Report Criteria** link on the **Navigation** toolbar to display the **Report Criteria** dialog box.

Reports Global Activity Ad-Hoc		
Hello, Mary Oberleitner	🖉 https://nexweb20.nexsure.com/?ReportID=125 - ReportCriteriaPage - Microsoft Internet 🔚 🔲 🔀	► Reports
summary delivery history		
	Nexsure Reports	
	Report Criteria	
Select Report	Coverage Rounding	New Report Criteria
	Description	Search Options: [Show]
[Select All] [Deselect All]	Organization Info [Select]	
Select Details Print View	Region Name Territory Name	status Printed Remove
	Department	<u> </u>
	Branch Name Name	
	Unit Name	
	People Information	
	First Name Last Name	
	Responsibility All	
	Carrier Information	
	Billing Carrier	~
L		
	Classified Information	delivery history
	Class Code Code Desig.	Genvery miscory Summary
	Policy Information	
	Ok Cancel	
User: Mary Oberleitner [Administrato		Status: Online (Availab
https://nexweb20.nexsure.com/NexsureX/batch/rp		100%

Entering a description for the report will display in the Coverage Rounding Summary screen to easily locate the report later.

Description: Personal Auto with no Homeowner Policy

Next select what level of the Organization the report will be run for by clicking the [Select] link. Use the drop down boxes to select the appropriate level and then the **Add** button. Click the **OK** button to add to the criteria.

Nexsure Org Select Region Region: Territory: Add Criteria t Criteria: Add	ganization Criteria n, Territory, etc. to build the Criteria - - Search at Organization Level to the Include list. (Branch) Ace Insurance Branch	filters off Branch: Department: Unit:	Aœ Insuranœ Branch
Clear	zation Info [Select]		OK Cancel
Region Branch Unit	Name Ace Insurance Branch	Territory Nan Departm Nan	ne net

If running for a specific assignment name or responsibility, complete the People information. If running for a specific Carrier, complete the Carrier Information section. If running for a specific Classified, complete the Classified Information section.

In order to be able to select the document template added in setup, make sure to add the same lines of business to the policy information section. From the Report Format Options, choose an output. Choosing the XLS (unformatted) version allows more flexibility when working with the report. Click the **OK** button to begin report processing. It may take a few minutes for the report to compile, but clicking the **Refresh** link on the navigation toolbar will show the report progress.



People Inform	nation		
First Name		Last Name	
Responsibility	All		
Carrier Inform	nation		
Billing Carrier		Issuing Carrier	
Classified Inf	ormation		
Class Code		Code Desig.	
Policy Inform	ation		
With	Auto - Personal	Select up to five LOBs for WITHOUT lists.	for WITH and up to five LOBs
And/Or	And 🔽		
Without	Homeowners		
And/Or	And 💙		
Report Forma	t Options		
Format Type	XLS (Unformatted) 💌		
			Ok Cancel

After the report is complied, the campaign may be run at any time.

Campaign Wizard

To launch the Campaign, click the **Details** picon beside the completed **Coverage Rounding Report** to display the **Report Detail**.

sum	mary	delivery	y history													
			Select R	eport			Re	fresh			Print Selected		N	ew Report (Criteria	
							I Show	ving page 1 of 1) I	Page 1	*			Search (Options: [Show]
[9	elect A	All][De	select All	1												
Se	lect	Details	Print	View	Report Na	me	Batch ID	Format	Pages	File Size	Created By	Created	Status	Printed	Remove	
		Þ	4	୍	Coverage Personal Au Homeowr	Rounding uto with no her Policy	1	XLS (Unformatted)	1	61.133kb	Mary Oberleitner	10/10/2008 2:33:00 PM	Complete		Ē	~
																~

On the **Report Detail**, click the **[Campaign Wizard]** link.

ne si	ur
paign Wizard] [Clo	se]
Derleitner /2008 2:33:00 PM /2008 2:33:00 PM	
	() [()
	~
deliv	very history d

This will launch the Campaign Wizard. Click the Next button to start the process.



In step one of the process enter in the Campaign Information. The **Name** and **Description** fields are required. The information here should be brief, however, if delivering via fax or email, make sure to complete the **Delivery Subject** and **Body**.

If tracking is desired, make sure to place a check in the **Enabled** check boxes beside **Initial Response** and **Wins**. Entering in a number for the goals will help you see how close you get to your goals. This will require though that staff members taking the calls to enter the campaign results as they are received. Once this screen is completed, click the **Next** button to proceed to step 2.

6 https://nexweb20.nexs	ure.com/?batchid=1	- Campaign Wizard - Microsoft Int 🔳 🗖 🔀
		Step 1 of 4
	Enter Camp	aign Information
	Campaign Name:	Personal Auto with no Homeowner Policy
	Description:	Campaign for account rounding
←←← 0111010011:	Delivery Subject:	Homeowner Offer
01110201111→→→		~
	Delivery Body:	Get a free Homeowner Quote for money saving opportunities.
	<u>Campaign Tra</u>	acking
	Initial Response: 🗹 En	abled Goal: 2
	Wins: 🗹 En	abled Goal: 2
XDIMENSIONAL TECHNOLOGIES • • NEXSURE CAMPAIGN MANGEMENT		
		<< Back Next >> Cancel

In Step 2 a template must be selected in order to proceed. The letter is what will be delivered to recipients of the campaign. Select the template from the drop-down box. The **Template Description** populates with the description entered when the document template was setup and may not be changed here.

Make sure to select the contact the document will be sent to. Select either **Primary Contact** or a **Specific Role** from the drop-down box. If a role is selected it must be on the record or the primary contact will be used in place of the missing role.

https://nexweb20.nexsure	re.com/?batchid=1 - Campaign Wizard - Microsoft Int 🔳 🗖 🔀
	Step 2 of 4
S	Select Template and Contact
	Homeowner offer letter 🗸 🗸
	Template Description
~~~	Auto no homeowner campaign letter
$01110001111 \rightarrow \rightarrow \rightarrow $	What contact do you want to use?
	 Primary Contact
	O SpecificSelect
	Note: If role does not exist primary contact will be used.
XDIMENSIONAL TECHNOLOGIES = NEXSURE CAMPAIGN MANGEMENT	
	<< Back Next >> Cancel

In step 3, add classifieds and or actions that will be used to identify the Campaign by clicking the [Add Classified], [Add Action] links as necessary.

6 https://nexweb24.nexs	ure.com/?batchid	=1 - Camp	aign Wizard	- Microsof	t Int 💶 🗖 🔀
				Step	3 of 4
	Add Profil	ing In	formatio	n	
	You can add cla account that is	assified a	nd action rec in the camp	cords to e aign	each
	[Add Classified]		[Deleta	e Selected]	<
	[Add Action]		[Delete	e Selected]	
	Select T Pros	opic pecting	Type Campaign	Status Open	Days Due 📩 14
XDIMENSIONAL TECHNOLOGIES • • Nexsure campaign mangement	<				
			<< Back	Next >>	Cancel

Clicking the **[Add Classified]** link brings up the **Classified Selection** dialog box. Select the classified using the drop-down boxes. Make sure to add the campaign classified in Lookup Management to use in the Campaign prior to launching the Campaign Wizard. See Chapter 6 in this manual for instructions on adding classifieds. Multiple Classifieds may be added but keep in mind that each classified added here in the wizard will be added to the clients record. Classifieds for campaigns should be thought through carefully as they may be used in gathering data by running a classified report in Nexsure.

exsure.com/?cid=4 - Add	Classific 🔳 🗖 🔀
Select	~
	~
OK Cancel	
	nexsure.com/?cid=4 - Add (Select OK Cancel

Clicking the **[Add Action]** link will bring up the **Action Selection** screen. Before adding actions in the campaigns make sure to add the actions in setup that will be used in the specific campaign (See Chapter 4 of this manual for more information on setting up Actions). The assignment is selected by either primary or a specific responsibility. If selecting by specific responsibility, select this option and choose the responsibility from the drop-down box. If the selected responsibility does not exist on the account the primary assignment will be used when assigning who to follow-up on the Action. Modify the Action as necessary. In the memo portion of the Action, enter any text that is relevant to the campaign. This text will appear on all actions created in the campaign. Once the **OK** button is selected the Action is added to the Campaign.

Action Items
Topic: Prospecting
Type: Campaign 💌
Status: Open 💌
Priority: Normal 🗸
Due Date: 10/24/2008
Due 12 V 01 V AM V
Time (GMT-08:00) Pacific Time (US & Can 💌 Zone:
Assignment:
Primary Assignment
O Specific ResponsibilitySelect
Note: If selected role does not exist on the account the primary assignment will be used.
Memo:
Prospecting Campaign for clients with personal auto without homeowner policies. Requesting opporturnity to quote with same carrier to save
OK Cancel

Clicking the **Next** button on step 3 will bring up the final step. This step shows a summary of choices made in steps 1 through 3. Click the Back button to go back to the prior screens if any changes are necessary. Any classifieds and Actions included in the Campaign will begin being added to the client records when the **Finish** button is selected.

🖉 https://nexweb24.nexsu	re.com/?batcl	nid=1 - Ca	mpaign Wizard -	Microsoft Int	
			5	Step 4 o	of 4
	Congrati	latio	ns !		
	You have coi campaign.	npleted (the steps neces	sary to launch	the
		Sun	nmary Of Tasks		<u>~</u>
	Campaign Na Description: (me: Perso Campaign	nal Auto with no H for account roundi	om ng	
	Template & C Template: Hom Contact: Prima	ontact leowner of ry Contac	fer letter t		≡
1	Profiling Info	rmation			
	<u>Classifieds:</u> Code Class		Designatio	n	
	Actions:				
XDIMENSIONAL TECHNOLOGIES • • NEXSURE CAMPAIGN MANGEMENT	Tonic	Type	Status	Davs Due	
			<< Back	Finish Ca	incel

Launching the Campaign

To launch the Campaign, right-click the **Nexsure Agent** kicon located on the Windows taskbar to bring up the menu.

Batch Printing Campaign	
About Exit	

Click on Campaign to launch the Campaign window.

Campaign					
]		Duana a Calastad	1	Close
					Mimimize
Select Client Name	Contact	Assignment	Policy Number	Document Delivery	Status
Loading XML data is successfully	completed.				

Click the Load Data button to bring the data gathered in the Campaign Wizard into the Campaign window.

In this Campaign example 2, clients were found meeting the coverage rounding report criteria. Keep in mind that if the coverage rounding report finds multiple matches on the same client that the client will appear in the list multiple times.

Can	npaign							
l	.oad Dat	a Clear Data	Select All	Deselect All	Process Selected	Cancel	_	Close
								Mimimize
	Select	Client Name	Contact	Assignment	Policy Number	Document	Delivery	Status
D		Jack Johnson	Jack Johnson	Mary Oberleitner	PA-90008-1			
D		Mason Crenshaw	Mason Crenshaw	Mary Oberleitner	PA-5657576-1			

Select only those clients you wish to send the campaign to by placing a check in the box beside the client name. To select all, click the **Select All** button and the **Deselect All** button to unselect all. If you navigate elsewhere during the process the window can be brought up again by right clicking on the Nexsure agent. The screen does not minimize to the taskbar when not in use. So, clicking the **Minimize** button or outside the window will require right clicking on the Nexsure Agent to bring up the campaign window. To remove the data from the campaign window to process the campaign later, click the **Close** button from the campaign window. The data can be brought back into the campaign window by launching the campaign again and clicking the **Load Data** button.

Ca	mpaign							
L	Load Dat	a Clear Data	Select All	Deselect All	Process Selected	Cancel		Close Mimimize
	Select	Client Name	Contact	Assignment	Policy Number	Document	Delivery	Status
C		Jack Johnson	Jack Johnson	Mary Oberleitner	PA-90008-1		Г	
C		Mason Crenshaw	Mason Crenshaw	Mary Oberleitner	PA-5657576-1			

After selecting the client's policies to include in the Campaign, click the **Process Selected** button to bring up the **Output Campaign Wizard** screen. Since this is not part of the **Campaign Wizard** run from the **Coverage Rounding** report, it is possible not to process the entire campaign at once due to staffing limitations. Therefore, it may be prudent to limit the process to 100 letters per day or per week, etc. to limit the amount of processing time.

To begin merging the templates, some choices will need to be made on the **Output Campaign Wizard** screen. In order to attach the document templates to the client's record, the **Attach Microsoft Word document to client attachment** option is automatically selected. If the documents are to be reviewed and printed individually do not select any other options, just the **OK** button to begin merging and adding the documents to the client's record. Once the documents have been added, they may be edited and printed individually. If someone else is to do the editing and printing, they may use the Actions from the **Home Action** screen to locate the clients or if using classifieds, use the search screen to locate.

If the document is ready to merge, add to client's record and print, also select the **Printer** option and choose the printer from the drop-down box to the right of the option. Click the **OK** button to begin the merge, add the document to the client's record and begin printing.

If delivering via Nexsure instead, click the **Deliver** option. Documents may be delivered via fax or email or all available delivery options added to the contact record.

If **Fax** is selected, make sure that the first fax number entered for the selected contact is correct as this is the number that will be used for delivery.

If **Email** is selected, make sure that the first email address field for the selected contact is correct as this is the number that will be used for the delivery.

If you are unsure if the fax and email fields have been completed consistently, and want to be sure the contact receives the document select the third option to deliver by both fax and email. This way the client will receive the message if at least one of these fields is populated accurately.

Click the **OK** button to begin the process.

npaign Wizard	
	Select Output/Delivery Options
	Where do you want to send the output from this campaign?
	• Attach Microsoft Word document to client attachment
	C Printer \\scfs1.xdev.local\HP LaserJet 4
$\leftarrow \leftarrow \leftarrow 01110100111$	C Deliver
	C Fax
	C Email
	C Send to all available delivery options (fax & email)
	C Regenerate document
XDIMENSIONAL TECHNOLOGIES NEXSURE CAMPAIGN MANGEMENT	
	OK Cancel

If after merging the document you find a problem with the template, you can choose to regenerate the document again by selecting the **Regenerate document** option. However, make sure to update the template prior to regenerating. Choosing to regenerate will merge the template, attach to client's record and print or deliver.

Note: Keep in mind that once the merging process begins that the entire field merging process and creation of the document from the template will take place during this time. It is recommended to run the campaign from a non-primary workstation if a large campaign is being processed.

Once the documents have been processed a green check is placed to the left of the **Select** box and a **Status** of **Completed** is added in the **Status** column.

Car	npaign							
								Close
_	Load Dat	a Clear Data	Select All	Deselect All	Process Selected	Cancel		Mimimize
_						1		
	Select	Client Name	Contact	Assignment	Policy Number	Document	Delivery	Status
		Jack Johnson	Jack Johnson	Mary Oberleitner	PA-90008-1			Completed
		Mason Crenshaw	Mason Crenshaw	Mary Oberleitner	PA-5657576-1			Completed

Caution: If splitting up the Campaign to complete later, do not click the **Clear Data** button as this will remove the **Status** and completed check box indicator leaving no way to identify which clients letters have already been submitted to. However, if this should occur, an action or classified report may be run to determine which clients the campaign was sent to, providing the **Classified** was unique to the Campaign.

Notes

Goal Tracking

As clients respond to the Campaign, make sure to keep track of each client's response. After clicking the **Client Profile** link on the **Client** menu, click the **campaigns** tab.

nexsure				Home Help Setu	IP LOGOUT
SEARCH ORGANIZATION REPORT	5 CAMPAIGNS		Bookmarks: Exp	and Add Remove S	Gelected 💞
CLIENT PROFILE OPPORTUNITIES MARKETING POLICIES	CLAIMS SERVICING ATTA	CHMENTS ACTIONS TRANS	ACTIONS DELIVERY T-LOG		
Client Name: Mason Crenshaw				Personal	Account
card file profiling contacts locations named insureds	related accounts assignment cl	assified campaigns		Filte	r: [Show]
Campaign Name	Created By	Date Created	Policy Number	Response	Win
Personal Auto with no Hom	Mary Oberleitner	10/10/2008	PA-5657576-1		
	campaigns	classifiedassignmentrelate	ed accounts $ end named insureds end locations$	contacts profiling	card file

If the client responded to the Campaign, place a check in the **Response** field and if they responded positively place a check in the **Win** box. These checks are automatically saved and calculated and added to the Campaigns located on the **Primary** menu.

nersure				HOME HELP SETU	P LOGOUT
SEARCH ORGANIZATION REPORT	5 CAMPAIGNS		Bookmarks: Exp	and Add Remove S	elected 💖
CLIENT PROFILE OPPORTUNITIES MARKETING POLICIES	CLAIMS SERVICING ATTACHME	ENTS ACTIONS TRANSACT	ONS DELIVERY T-LOG		
Client Name: Mason Crenshaw				Personal	Account
card file profiling contacts locations named insureds	related accounts assignment classif	ied campaigns f1▶N Page 1 ♥		Filter	: [Show]
Comparing Name	Campaign upda	ted successfully	Deline Number	Desserve	10/5-
Personal Auto with no Hom	Mary Oberleitner	10/10/2008	PA-5657576-1	Kesponse V	
	campaigns clas	sified $igstarrow$ assignment $igstarrow$ related a	counts / named insureds / locations	\downarrow contacts \downarrow profiling	card file

To see the results of the Campaign, click Campaigns on the Primary menu.

SEARCH ORGANIZATION REPORTS CAMPAIGNS

On the **Campaign Summary** Screen, the goal and the number of responses and wins are displayed so you can quickly see where you are on the current campaign. Use the **[Show]** link to search for campaigns as necessary.

campaigns												
	K < Showing page 1 of 1 ▷ M Page 1 ♥											
Details	Campaign Name	Created By	Date Created	Target Group	Response	Wins	Status					
P	Personal Auto with no Hom	Mary Oberleitner	10/10/2008	2	1/2	1/2	Complete					
campaigns												

Clicking the **Details** icon of the Campaign reveals the details. The details include goal tracking, template and contact information as well as classifieds and actions used in the campaign. Should the campaign time limit be exceeded, click the **Load Campaign** button to load the data again. After clicking the **Load Campaign** button, right-click the **Nexsure Agent** icon in the taskbar and select **Campaigns** and then the **Load Data** button. Any previously processed client policies are marked as completed as long as the **Clear Data** button was not selected. Complete the process as indicated earlier in this chapter.



🖉 https://nexweb26.nexsure.com/?cid=3 - Campaign Summary - Microsoft Internet Explorer provi 🔳 🗖 🔀									
					Load Campai	gn			
Campaign Name: Personal A	uto with no Hom	Summary	y Of Tasks						
Description: Campaign for account rounding									
Tracking: Response Goal: 2 Wins Goal: 2									
Template & Contact Template: Homeowner offer letter Contact: Primary Contact									
Profiling Information									
Classifieds:			Destantion						
Lode class			Designation						
Actions:	Tune		Ctatus	Davis Dur					
Prospecting	Campaign		Open	11	:				
			••						

Notes