

## How to Use the Opinion Center (Telephone Calls, Mail and Faxes)

## **Logging a New Opinion**

- 1. From the **Messages** Big Menu, select **Opinion** under the **New** column.
- 2. In the Method In field, select the appropriate incoming method (e.g. Telephone, Fax, or US Mail)
- 3. Enter the constituent's **Comments** (e.g. Questions on the budget, etc.).
- 4. Type the Name and Address in the appropriate fields and click the Search button.
- 5. Either select an existing Contact or the **Add New Contact** radio button.
- 6. If appropriate, select an **Affiliation(s)**, **Issue(s)**, **Assigned To**, **Method Out**, **Form Letter**, and/or **Batch Name**.
- 7. Click the **Respond** button to create a *Pending* Message record or click **Do not Respond** to create a *Closed with No Response* Message record.
- 8. Once the message information has been saved, the screen will refresh to enter the next opinion.

