

My Contact Management and Reporting Features

# What's Different?

Constant Contact

My Account | Pricing | Community | Apps & Services | Help | Log Out

Welcome to Constant Contact, Tango!

Home | Email | Social Campaigns | SaveLocal | EventSpot | Survey | **Contacts** | Library | My Settings

Contacts | Reports | Activities | Sign-Up Tools

### My Contacts

Add new contact

Search  Advanced

My Contacts

- All (15)
- Active (15)
- Unsubscribed (0)
- Awaiting confirmation (0)

15 Contacts | Email Lists | Export | More

<input type="checkbox"/>	Name	Email	Company	City, State
<input type="checkbox"/>	Carter, Charlie	ccarter@carter.com		
<input type="checkbox"/>	Davis, Michael	mdavis@davis.com		



# We've made some enhancements

to the contact management and reporting features within your Constant Contact account! You'll be able to do everything you've always done plus a whole lot more.

The new look and feel gives you more control over your contact information and greater insights so you can market smarter and get better results.

Let's take a look at how much easier it is to accomplish your top contacts and reporting related activities including:

 Where to find your email lists

 How to create email lists

 How to send an email to specific contacts

 How to add and find contacts

 How to export contacts

 How to grow and track the growth of your contact list

 How to manage bounced emails

 How to see how your emails are doing

And be sure to check out the [highlights of the other new features!](#)

# Where are my email lists?

You'll now notice when you're on the Contacts tab you'll be able to view everything related to your contacts in one spot without having to change pages. Your email lists can now be easily found in the left hand sidebar (along with other helpful information about your contacts right at your fingertips!)

The screenshot shows the Constant Contact interface. At the top, there's a navigation bar with 'Home', 'Email', 'Social Campaigns', 'SaveLocal', 'EventSpot', 'Survey', 'Contacts', 'Library', and 'My Settings'. Below this is a secondary navigation bar with 'Contacts', 'Reports', 'Activity', 'Sign-Up Tools', and 'Need some help?'. The main content area is titled 'My Contacts' and includes a search bar, a list of filters (All (23), Active (17)), and a list of email lists. A red arrow points to the 'Email Lists' section in the sidebar. The main area displays a table of 16 contacts with columns for Name, Email, Company, and City, State.

Name	Email	Company	City, State
Bob Michaels	bmichaels@michaels.com		
Bruce Johnson	bjohnsom@johnson.com		
Charlie Carter	ccarter@carter.com		
Dave Davis	dave@davis.com		
Dave Jones	Dave@Jones.com		
Dave Smith	dave@smith.com		
Dave Masters	dave@masters.com	Master's, Inc.	Masterville, Massachusetts
Dave Jenkins	dave@jenkins.com		

# Where are my email lists? (cont.)

Choose an email list and all associated contacts show up in the center column.

The screenshot shows the Constant Contact 'My Contacts' page. The top navigation bar includes 'Home', 'Email', 'Social Campaigns', 'SaveLocal', 'EventSpot', 'Survey', 'Contacts', 'Library', and 'My Settings'. The 'Contacts' tab is active. Below the navigation bar, there are links for 'Contacts', 'Reports', 'Activity', 'Sign-Up Tools', and 'Need some help?'. The main content area is titled 'My Contacts' and features an 'Add Contacts' button. On the left, there is a search bar and a list of filters: 'All (23)', 'Active (17)', 'Email Lists', and 'Tags'. Under 'Email Lists', 'Dave's I know (5)' is selected. Under 'Tags', there are various tags like 's-contract (1)', 's-initial call (4)', etc. The main table displays 5 contacts with columns for Name, Email, Company, and City, State. The contacts listed are Dave Davis, Dave Jones, Dave Smith, Dave Masters, and Dave Jenkins. A red arrow points from the 'Dave's I know (5)' email list to the contact table. The table footer shows '1 — 5 of 5 items'.

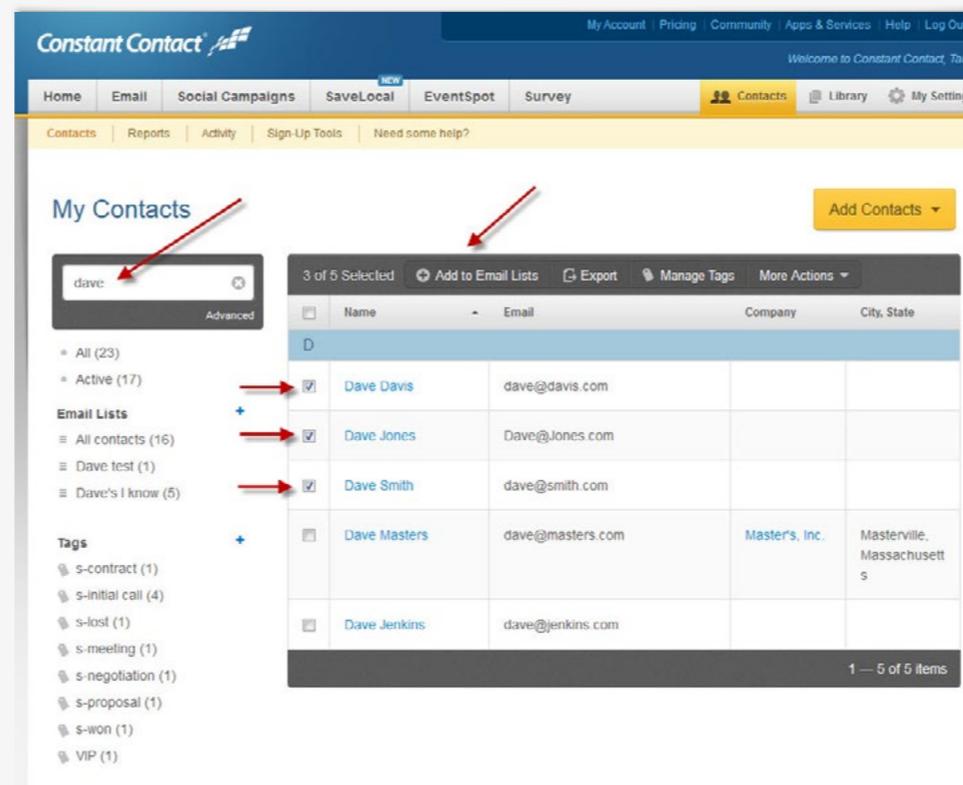
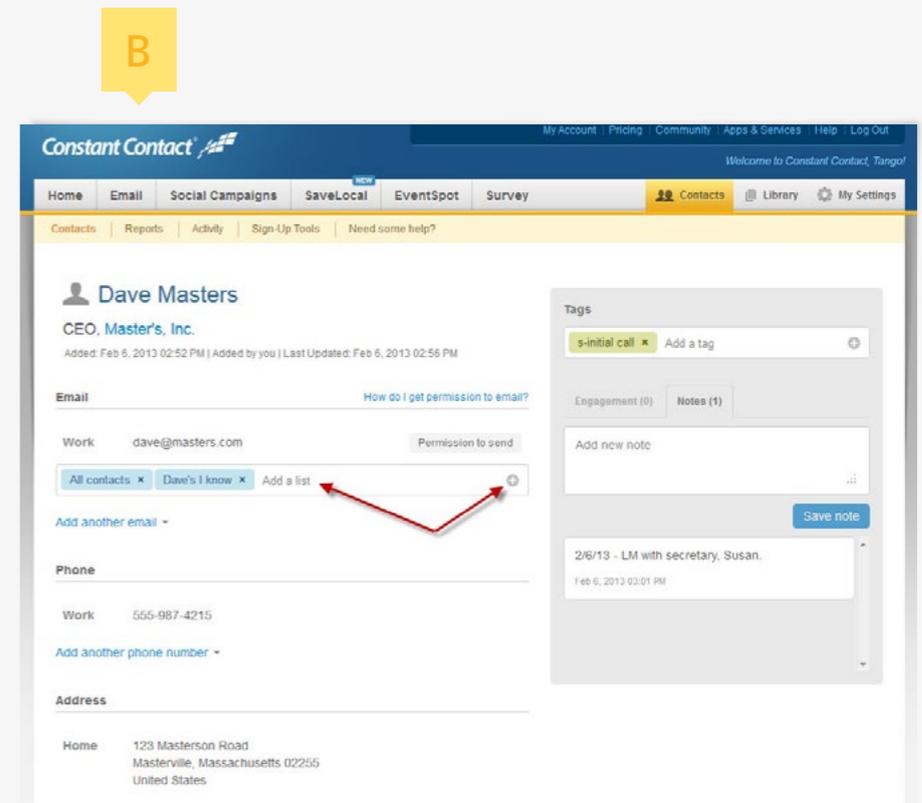
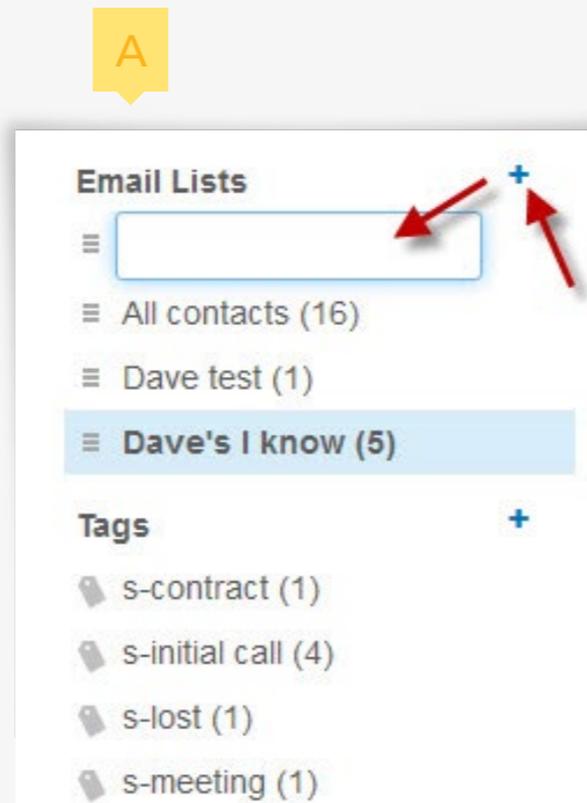
Name	Email	Company	City, State
Dave Davis	dave@davis.com		
Dave Jones	Dave@Jones.com		
Dave Smith	dave@smith.com		
Dave Masters	dave@masters.com	Master's, Inc.	Masterville, Massachusetts
Dave Jenkins	dave@jenkins.com		

# How do I create a new email list?

**A** Click the “+” button and enter a name for your new email list.

**B** Now you can even create a new email list directly from a contact’s profile.

**C** You can also create a new email list by selecting contacts from your search results or directly from your “Opens” and “Clicks” email reports.



# How do I send an email to specific contacts?

You can choose which email list(s) to send to when you schedule your Email Marketing or SaveLocal email just as you've always done. But now with the new "Narrow it down" option it's easier than ever to get the right message to the right people. You can narrow down the contacts you'll send to within the email list when scheduling your email. You can filter by tags, a cool new feature that allows you to easily categorize, find, or send to a targeted group of contacts without having to make a new email list every time.

Choose Customize Schedule

Save Schedule

### Email Settings

Subject \* All fields required

Tango Company Events

Send To Lists or add new contacts

Dave's I know (5) × Enter lists +

5 Recipients Narrow it down ▾

Limit by Tag

# How do I add contacts?

Adding contacts is a snap. Just click on the “Add Contacts” button under the Contacts tab and choose from the dropdown menu to enter new contacts manually or to add contacts from different sources.

Now you can store all of your contact information in one place. This includes a contact’s title, company, social media information, multiple phone numbers, multiple email addresses, multiple postal addresses, and unlimited time-stamped notes. You can even enter contacts without an email address.

The screenshot shows the Constant Contact user interface. At the top, there's a navigation bar with the Constant Contact logo and links for My Account, Pricing, Community, Apps & Services, Help, and Log Out. Below that, a secondary navigation bar includes Home, Email, Social Campaigns, SaveLocal, EventSpot, Survey, Contacts (highlighted), Library, and My Settings. A third bar contains sub-links for Contacts, Reports, Activity, Sign-Up Tools, and Need some help?.

The main content area is titled "My Contacts". On the left, there's a search bar and a list of filters: "All (22)", "Active (16)", "Email Lists" (All contacts (16), Dave test (0), Dave's I know (5)), and "Tags" (s-contract (1), s-initial call (4), s-lost (1), s-meeting (1), s-negotiation (1), s-proposal (1), s-won (1), VIP (0)).

The main area displays a table of 16 contacts. The table has columns for Name, Email, and Company. A dropdown menu for "Add Contacts" is open, showing options: "Add a contact", "Add by email address", "Add from file", "Add from Google", and "Import from other apps".

Name	Email	Company	
Bob Michaels	bmichaels@michaels.com		
Bruce Johnson	bjohnsom@johnson.com		
Charlie Carter	ccarter@carter.com		
Dave Jenkins	dave@jenkins.com		
Dave Davis	dave@davis.com		
Dave Jones	Dave@Jones.com		
Dave Smith	dave@smith.com		
Dave Masters	dave@masters.com	Master's, Inc.	Masterville, Massachusetts

# How do I add contacts? (cont.)

If you plan to email these contacts, be sure to click the “Permission to email” checkbox at the bottom of the page and then select the list and/or create a new list that you’d like to add the contacts to.

Constant Contact (800) 240-2302 My Account | Pricing | Community | Apps & Services | Help | Log Out  
Welcome to Constant Contact, Tango!

Home | Email | Social Campaigns | SaveLocal | EventSpot | Survey | **Contacts** | Library | My Settings

Contacts | Reports | Activity | Sign-Up Tools | Need some help?

### Add Contacts from File - Preview

Field in Constant Contact	Column names	Preview your data	
First name	First name	Bob	Bruce
Last name	Last name	Michaels	Johnsom
Email address - other	email address	bmichaels@michaels.com	bjohnsom@johnson.com

Add contacts to list: Dave's I know x Add a list +

Tag contacts: Add a tag +

I have [permission to email](#) these contacts

Cancel Import 3 fields

You may notice the option to add “Tags” when entering your contacts. This is a cool new feature that allows you to easily categorize, find, or send to a targeted group of contacts without having to make a new email list every time. We’ll discuss this feature in more detail in the [New Features guide](#).

# How do I find specific contacts?

It's easy to find the contacts you're looking for using the new Search box at the top left of the page. Just start typing the identifying information you have for the contact—such as first/last name, email address, company, city/state, title—and a list of matching contacts begins to appear.

The screenshot shows the Constant Contact interface. At the top, there's a navigation bar with the Constant Contact logo, a phone number (800) 240-2302, and links for My Account, Pricing, Community, Apps & Services, Help, and Log Out. Below this is a secondary navigation bar with tabs for Home, Email, Social Campaigns, SaveLocal (marked as NEW), EventSpot, Survey, Contacts (selected), Library, and My Settings. A welcome message "Welcome to Constant Contact, Tango!" is visible on the right.

The main content area is titled "My Contacts" and features a search box on the left containing the text "ceo". Below the search box are filters for "All (24)", "Active (17)", and "Duplicates (1)". There are also sections for "Email Lists" (All contacts (16), Dave test (9), Dave's I know (6)) and "Tags" (contractors (1)).

On the right, a table displays the search results. The table has columns for Name, Email, Company, and City, State. One contact is listed: Dave Masters, with email dave@masters.com, company Master's, Inc., and location Masterville, Massachusetts. A red arrow points from the search box to the first row of the table. Above the table, there are action buttons: "1 Contacts", "Add to Email Lists", "Export", "Manage Tags", and "More Actions". A footer for the table indicates "1 — 1 of 1 items".

# How do I export contacts to a file?

You'll now be able to export contacts to a file directly from the center column in the Contacts tab or directly from within your Reports. Just select the contacts you want then click the "Export" button.

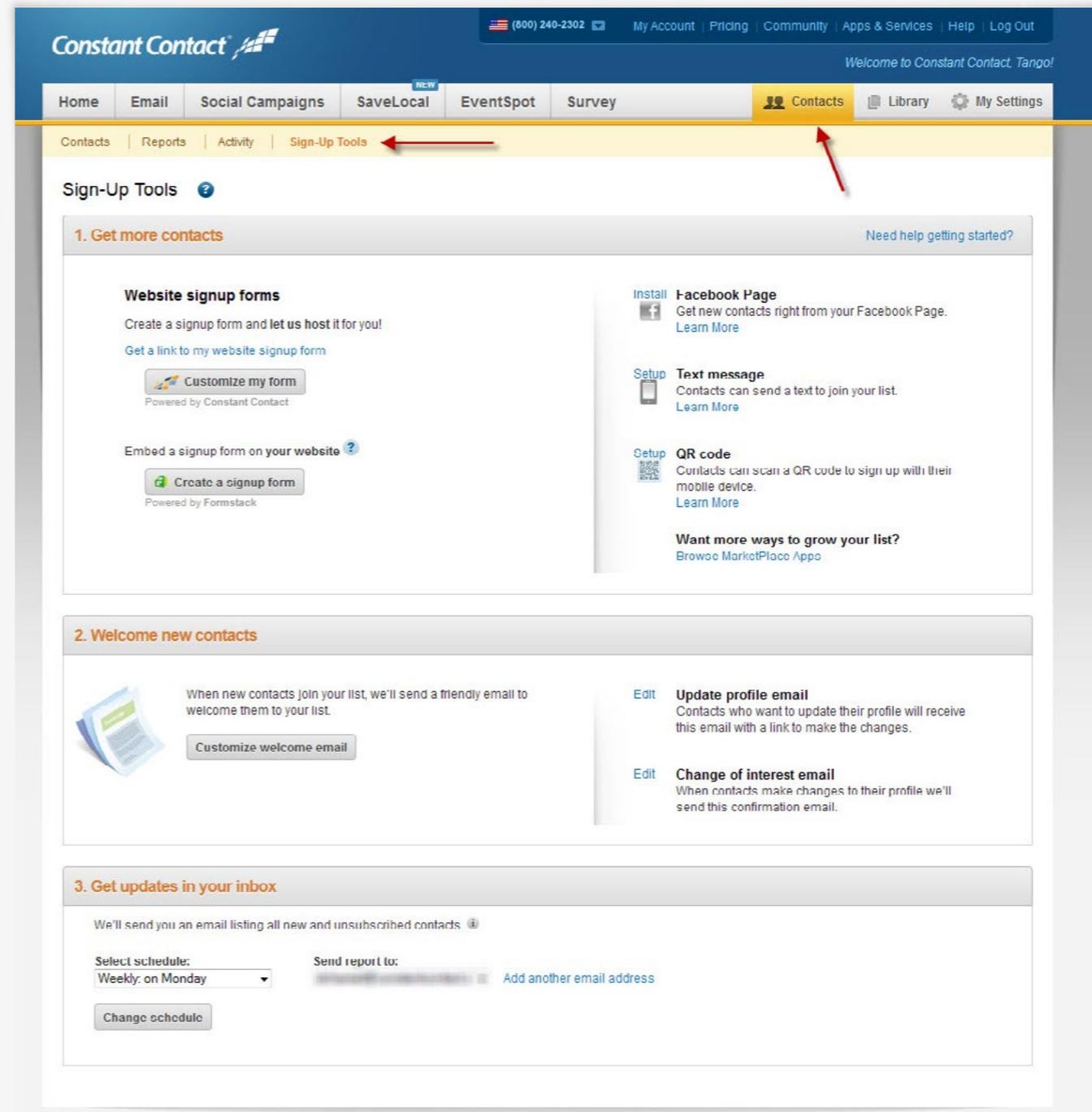
The screenshot shows the Constant Contact 'My Contacts' page. The top navigation bar includes 'Home', 'Email', 'Social Campaigns', 'SaveLocal', 'EventSpot', 'Survey', 'Contacts', 'Library', and 'My Settings'. The 'Contacts' tab is active. Below the navigation, there's a search bar and a list of filters: 'All (24)', 'Active (17)', 'Duplicates (1)', 'Email Lists' (All contacts (16), Dave test (9), Dave's I know (6)), and 'Tags' (contractors (1), s-contract (1), s-initial call (4), s-lost (1), s-meeting (1), s-negotiation (1), s-proposal (1), s-won (1), VIP (0)).

The main content area shows a table of contacts with columns: Name, Email, Company, and City, State. Five contacts are selected, indicated by red checkmarks in the first column and red arrows pointing to their names: Bob Michaels, Bruce Johnson, Charlie Carter, Dave Jones, and Dave Smith. The 'Export' button in the top toolbar is highlighted with a red arrow.

Name	Email	Company	City, State
Bob Michaels	bmichaels@michaels.com		
Bruce Johnson	bjohnsom@johnson.com		
Charlie Carter	ccarter@carter.com		
Dave Davis	dave@davis.com		
Dave Jones	Dave@Jones.com		
Dave Smith	dave@smith.com		
Dave Masters	dave@masters.com	Master's, Inc.	Masterville, Massachusetts
Dave Jenkins	dave@jenkins.com		

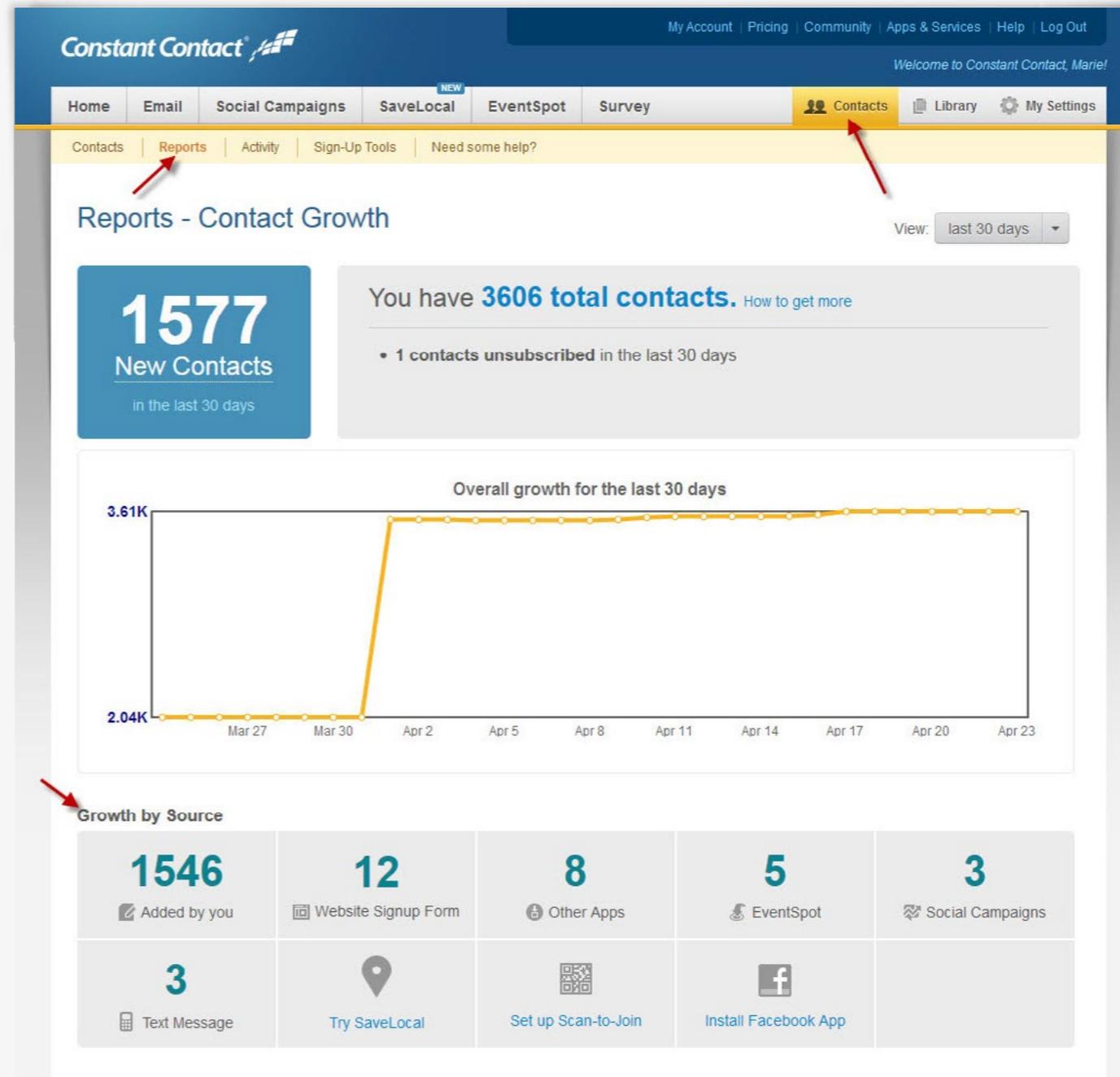
# What happened to my contact growth features?

All of the free tools to let people sign up for your email list can now be found under "Sign-Up Tools."



# Your Contact Growth report just got a whole lot better!

You can still find your contact growth report by clicking "Reports" under the "Contacts" tab. Now, in addition to seeing how your contact list is growing, you can see your contact list growth by source so you can discover which list growth tactics are working, which ones need another look, and new ones to try.



# What happened to the "Manage Bounces" section of Contacts?

You'll be able to manage your bounces directly in the "Reports" section of the "Email" tab. It's now easier than ever to clean your list of outdated email addresses right from within the report and improve the amount of emails that end up in your subscribers' inboxes.

Constant Contact

(800) 240-2302 My Account Pricing Community Apps & Services Help Log Out

Welcome to Constant Contact, Tango!

Home **Email** Social Campaigns SaveLocal EventSpot Survey

My Emails Create Reports Autoresponder Archive

Reports > new Email Created 2013/02/06, 3:46 PM

View: new Email Created 2013/02/06, 3:46 PM

Search

My Reports

- Sent (16)
- Opened (0)
- Clicked (0)
- Spam (0)
- Bounced (12)**
- Unsubscribed (0)
- Did Not Open (4)

12 Bounced Emails

75% Bounce rate

67% Your Average

How do I reduce future bounces?

3 of 11 Selected Remove Emails Manage Tags Display: Recommended for removal

Name	Reason	Email
C		
<input checked="" type="checkbox"/> Carter, Charlie	Non-existent address	ccarter@ca
D		
<input checked="" type="checkbox"/> Davis, Dave	Non-existent address	dave@davis
<input checked="" type="checkbox"/> Davis, Michael	Non-existent address	mdavis@davis.com
G		
<input type="checkbox"/> Goonly, Marty	Non-existent address	mgoonly@goonly.com

- All bounce types
- Recommended for removal
- Non-existent address
- Undeliverable
- Blocked
- Mailbox full
- Vacation / Auto reply
- Other

# What happened to my Email reports?

You'll gain more insights from your Email reports too!

With the enhanced email reporting you'll now instantly see how your emails perform compared to your past emails and to the emails of organizations like yours. You can also now easily navigate between reports, search for contacts in a particular report, and add tags to contacts so you can better target your communications and get better results.

With your Unsubscribe report now you will instantly see why people chose to stop receiving your communications and what you can do to keep the subscribers you have.

Reports > Copy of Email Created 2013/02/06, 3:46 PM

View: Copy of Email Created 2013/02/06, 3:46 PM

Search

My Reports

- Sent (1000)
- Opened (280)**
- Clicked (1)
- Spam (0)
- Bounced (0)
- Unsubscribed (0)
- Did Not Open (0)

**280**  
Unique Opens

**28%** Open rate

33% Your Average [Increase this](#)

17.5% Industry Average [Learn more](#)

1 Contact [Add to Email Lists](#) [More Actions](#) Display: Unique Opens

Name	Email	Date / Time
Charest, Dave	charestd@gmail.com	03/01/2013 2:51pm

Make sure you have the unsubscribe comment box turned on to start gaining these useful insights. Go to the "Footer Options" under the "My Settings" tab in your account.

## Footer Options

Make link inclusion modifications and add a comment box to your unsubscribe page.

Update Profile/Email Link: ON

Unsubscribe Comment Box: ON

[Edit Footer Info](#)

A Quick Glance at Your New  
Contact Management and Reporting Features



Want to find out how to get the most out of all the new contact management and reporting enhancements available in your account?

[See the New Features Guide](#)

## Some highlights:

### Store all your contact information in one place

You can now store all of your contact information in one place. Whether you have just a Twitter handle, a mobile phone number, or multiple email addresses for one contact—add what you have and build your contact records and relationships over time.

### Did not open email report

Quickly identify unengaged contacts so you can win them back.

### Contact activity stream

See a history of your contact's activity with you in one place—newsletter opens and clicks, event invitation opens and clicks, notes, and more—to identify the next best step to drive deeper engagement.

### Tags

Easily find, group, and target contacts by adding tags you create such as "VIP" and "Prospect".