Viewing an Individual Communication Summary

Trigger:

Concept

You can review communication information for an individual. You can enter criteria and search for a summary of communications or view details of the communication assignments.

You can search for a summary of communications for an individual to determine if a specific communication was sent, if it included enclosures, and if it was a joint communication. You can review the 3C groups that have security access to categories of communications. You can view details of the communication assignments.

In this topic, you view a communication summary to determine if a specific communication was sent, if it included enclosures, and if it was a joint communication.

Field(s) | Comments
---|---

Output - Results | Comments

Additional Information
**Procedure**

| 1.) Communication Summary | View a communication summary for a student.  
| Home>Records and Enrollment>3 Cs Summaries>Communication Summary |

| 2.) Communication Summary | View communications assigned to an applicant.  
| Home>Student Admissions>3 C's and Event Summaries>Communication Summary |

| 3.) Communication Summary | Review of list of communications assigned to a person.  
| Home>Campus Community>Communications>Person Communications>Communication Summary |

| 4.) Communication Summary | View communications assigned to a prospect.  
| Home>Student Recruiting>3 C's and Events Summaries>Communication Summary |
Step | Action
--- | ---
1. | Enter the desired information into the **ID** field. Enter "14002639".

**Conducting a Search**

When you open a task (using a hyperlink or page link), either an entry page will display or a search page (also referred to as **Find an Existing Value**) will appear prompting you for search keys needed to locate a record.

To find a record, or many records, search criteria must be entered, then click Search, and a Search Results page displays.

Search pages contain:
- Search keys
- Operators
- Search fields

Once you have entered in the search criteria key fields, click Search to
process the search. If you wish to refresh the page (without saving), so you can enter new or different criteria, click Clear.

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<th>Step</th>
<th>Action</th>
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<tbody>
<tr>
<td>2.</td>
<td>Click the <strong>Search</strong> button.</td>
</tr>
<tr>
<td>3.</td>
<td>Use the <strong>Communication Summary</strong> page to search for and review a summary of communications to or from an individual.</td>
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You can further narrow your search by specifying values in the fields in the **Selection Criteria** region. In this example, you want to view all records associated with Kimberly; therefore, you need not further narrow your search. Click the **Search** button.
### Step 5
All the communications associated with Christoph are displayed in the **Search Results** region.

### Step 6
Use the **Letter Details** tab to determine supplemental information about the communication—if there were enclosures, the enclosure letter codes and descriptions; if the communication was joint, the related ID; and the category and context for the communication.

Click the **Letter Details** tab.

### Step 7
More detailed information is displayed. Notice that one of the communications have enclosures and none of the communications are joint communications.

### Step 8
Click the **Edit** link for any of the rows to open the communication in the **Communication Management** page, where it can be edited.
### Step Action

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<td>9.</td>
<td>Click the View link for any of the rows to open the communication in the Communication Detail 1 page, which displays a view only version of the same information that can be seen in the Communication Management pages.</td>
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<tr>
<td>10.</td>
<td>You have successfully viewed summary information for communications associated with an individual. <strong>End of Procedure.</strong></td>
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**Business Process Document**  
**myZou 3Cs: Viewing an Individual Communication Summary**