Contact Type

The **Contact Type** mapping allows you to change the way your institution's contact types are categorized for reporting purposes in the Platform. You can map each contact type to one of the following options:

- Activity (non-contact) - *Use this for any type that is not a "true" contact, such as administrative entries. Activities will display in the* Relationship Profile, *but will not be considered when calculating the last time a prospect was contacted or in viewports when showing the number of contacts made by an officer.*
- Event
- Letter/Email
- Other Contact - *Use this for types that are "true" contacts but do not fit into one of the other contact type categories. These contacts will be considered when calculating the last time a prospect was contacted or in viewports when showing the number of contacts made by an officer.*
- Phone
- Social Media
- Text Message
- Visit

Changes made to the contact type mapping may not reflect in the platform until the next time you nightly feed is processed.

The Edit Contact Type Mapping table shows all of the codes you have defined, even if the codes are not in use (these will have 0 records). The table also shows all codes that are in use, even if a code definition was not found (Your Description will show "No Description Found").

Please note we may have built custom logic around your data if this was requested or necessary for implementing your data feed. If so, the codes and descriptions shown here may not match exactly what is in your system. Please contact Support with any questions about the information presented here.

Click on the thumbnail below for a closer look!

Edit Contact Type Mapping			
Mapping Missing on **0 of 11**			⚙
Your Code	**Your Description**	**Reeher Mapping**	**# Contact Type**
1	Visit-1	Visit	13,444
2	Other-2	Other Contact	4,066
3	Letter/Email-3	Letter/Email	21,007
4	Phone-4	Phone	14,823
5	Other-5	Other Contact	1,117
		Submit Cancel	

Examples of where this shows up in the platform:

Visits by Officer

Contacts by Contact Type

Number of Prospects Without Contact in 90+ Days