

Resetting only specific call statuses within a specific campaign

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Sometimes, admin would like to change / reset only specific dial statuses within only specific campaign - i.e. Reset all NA, NI, NP and similar statuses while keeping others (like DNC, SALE etc.) intact.

To do so, log SSH in and open mysql:

```
mysql -ucron -p1234
```

```
use asterisk
```

Afterwards, run the following command (Example - reset all statuses for all lists in campaign ID 4000 except for leads, callbacks and DNC):

```
update vicidial_list set status='NEW' where list_id in (select list_id from vicidial_lists where campaign_id='4000') and status not in ('DNC','DNCL','CALLBK','CBHOLD','SALE');
```