

# NPSP: Specify a Preferred Phone Number and Email Address for a Contact

When you specify a preferred phone number or email for a Contact, Salesforce automatically populates the standard Salesforce Phone and Email fields for Contact information.

Benefits of setting a preferred phone number and email include:

- The ability to always display a Contact's preferred contact information (in standard Email and Phone fields) in reports, list views, and related lists.
- The ability to use Mass Email and Request Updates (Stay in Touch requests) sent through Salesforce.com, which only use the standard Email address field—the field that will always contains the preferred email for your Contacts.

1. In the Nonprofit Success Pack, search for the Contact whose information you want to edit, or click the Contacts tab and select the Contact from the list of recent Contacts.
2. On the Contact record, click the Edit button.
3. Under Contact Information, select a preferred phone or preferred email from the respective picklist.
4. Click Save.

When you change the Preferred Phone or Preferred Email pick-list field values, Salesforce automatically copies the related Phone or Email into the standard Phone or Email field, respectively. For example, if you selected "Mobile" as the preferred phone, Salesforce copies the value from the Mobile Phone field ("609-111-3333" in the example below) into the standard Phone field (which you can see on things like related lists containing Contact information).

Contact Detail	
<div> Edit Delete Relationships Viewer </div>	
▼ Contact Details	
Name	Peter Capaldi
Account Name	Capaldi Household
Primary Affiliation	
Title	
Description	
Private	<input type="checkbox"/>
Birthdate	
Gender	Male
Naming Exclusions	
▼ Contact Information	
Preferred Phone	Mobile
Preferred Email	Work
Home Phone	(609) 111-2222
Mobile	(609) 111-3333
Work Phone	(609) 111-4444
Other Phone	(609) 111-5555
Personal Email	peter@capaldi.net
Work Email	num12@thedoctor.co.uk
Alternate Email	
Fax	



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