



“Open the Floodgates: Bibles for Africa” Spring 2021 Radio Campaign Call Center and Web Real Time Reporting Guidelines

Overview

Bible League International is pleased to hold our radio fundraising campaign on your Station to promote our organization, to raise financial support to deliver ministry (sending Bibles, Biblical resources, and training to the Under-resourced Church) and to acquire new donors. Donations are made using 1-800-YES-WORD, 1800YESWORD.com, and through links from your station webpages to 1800YESWORD.com.

During our Spring 2021 campaign, your station may participate in an on-air Radio-thon/Live Push for multiple hours or days. During these segments, reporting in “real time” is available for your station to use on air to announce campaign progress and to acknowledge listeners who give to the campaign.

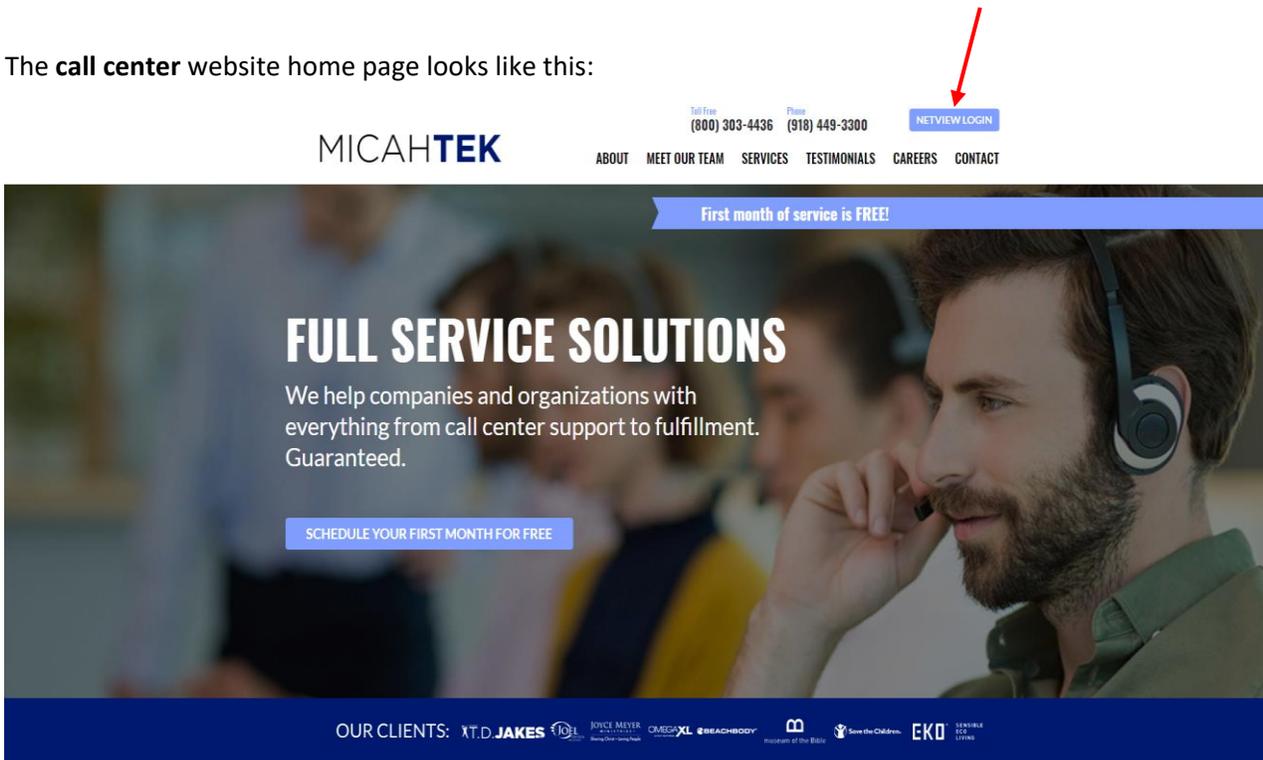
It is important to note that dollar amounts listed in these “real time” reports are not official and should not be used as an official measure to goal. Official campaign results are sent by Bible League International each weekday, except major holidays; the daily updates include gifts made by processed and approved debit/credit cards and by postal mail. These official numbers may differ from the real time reports due to the time needed to process debit/credit cards and to receive pledged gifts by mail.

Call Center Reporting

Donations made to the inbound call center using 1-800-YES-WORD are monitored using a station-specific reporting system set up by the call center. Your station is given a unique login and password to monitor real time giving.

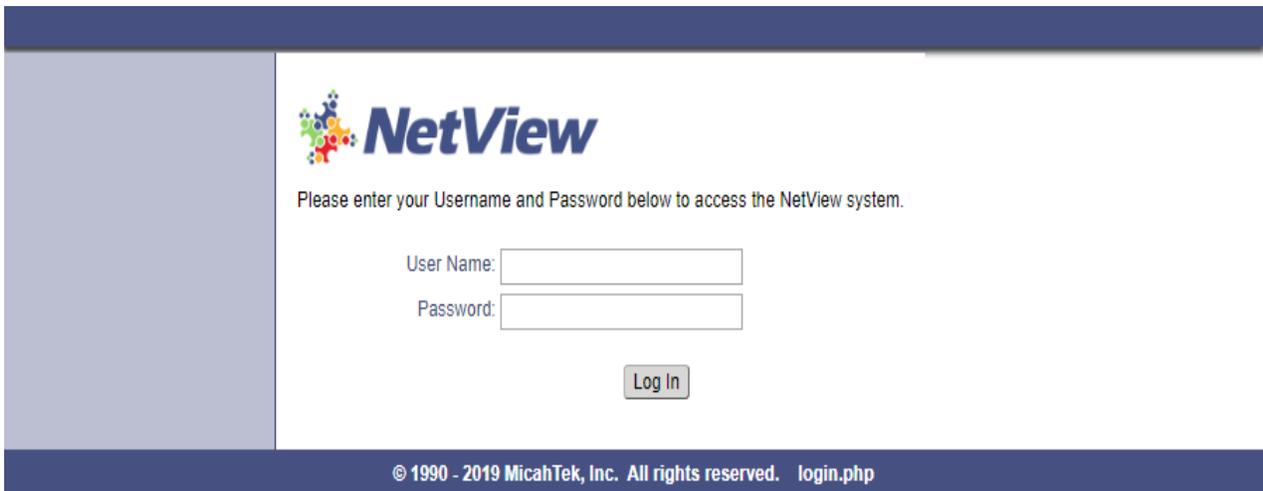
Here is the link to the **Call Center** website:
<https://www.micahtek.com/>

The **call center** website home page looks like this:



Click [NETVIEW LOGIN](#) to go to the login page.

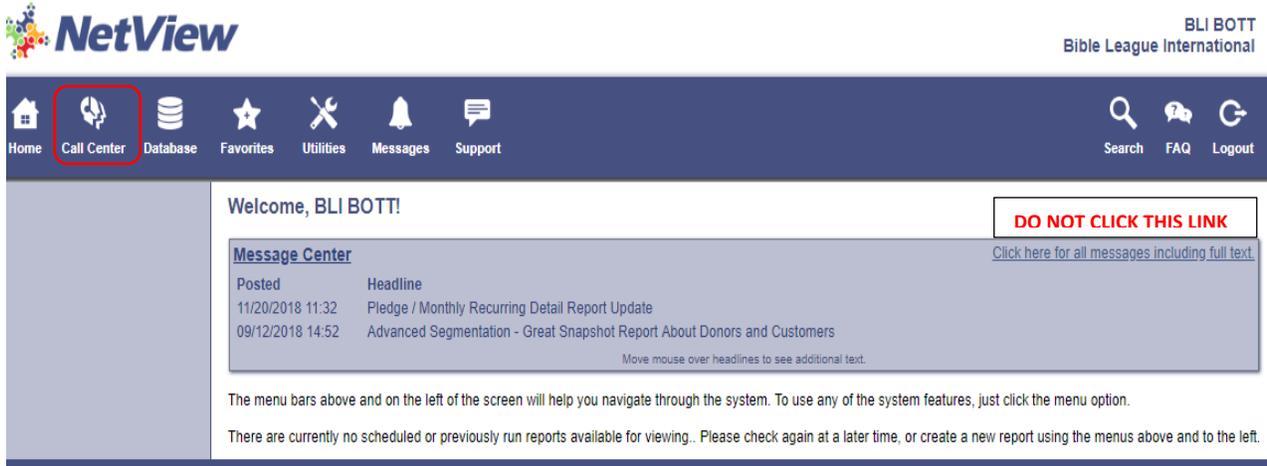
The **main** login screen looks like this:



Enter the specific username and password you were given. User's credentials are case sensitive. It will take a few seconds for the next page to load.

Continue to next page >>

Once you are logged in, the **Main Menu** screen looks like this:



Click on **Call Center** icon, then select 'Custom Call Center,' from the list on the left. You can choose the option to view either the BLI Call Center Detail Report or 'Detail' or BLI Call Center 'Interval' Report **ONLY**. **Note, the other reports in the list are NOT available to you.**

The BLI Call Center **Detail Report** main screen looks like this:

BLI Call Center Detail Report

Input Parameters

Report Title:

Start Date:

End Date:

Sort By:

Selected Clients

Client	Phone	Description
5539	918-449-3318	BIBLE LEAGUE INTERNATIONAL

To generate the report: You will need to enter the 'start' and 'end' dates to see results for a specific time-period. Keep the default setting for **Sort By:** , then click, . It will take a few seconds for the report to produce.

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Here is sample of the **Detail** report results:

15:16:09 11 FEB 2019

BLI Call Center Detail Report
for Dialed Numbers 9184493318
02/11/19 thru 02/11/19
Sort By: Date/Time

BLI Call Center Detail Report						
Total Calls: 0			Total Amount: \$0.00			
Date	Time	Name	City/State	Gift Amount	One Time/Monthly	Station

Report subject to change due to timing of posting processes.



When you are finished viewing reports **Logout**. If the session is left idle, the system will automatically time-out and close the session.

Note the following for the buttons atop of the report:

1. There are four options to export the report.
2. only saves the report to the NetView home page. Please Do Not use this function.
3. is used to run the report that you are currently viewing to see if any updates are listed on the report. Refreshes report results.
4. takes you back to the report main screen of that report you are currently viewing.

The **BLI Call Center Detail Report** provides the Donation Date, Time, Name of Caller, City/State, Gift Amount, gift frequency One-time or Monthly, and Station and cumulative total of Calls and total Gift Amount. The 'Station' column is simply your station call letters, which is used for attribution purposes. When acknowledging listeners' gifts online, it is recommended that you use the donor's first name only, city, and the number of Bibles sent (\$5 sends one Bible, and if the gift is given while a matching grant is active, the number sent is doubled).

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The BLI Call Center **Interval Report** main screen looks like this:

BLI Call Center Interval Report

Input Parameters

Report Title:
 Start Date:
 End Date:
 Interval By:

Selected Clients

Client	Phone	Description
5539	918-449-3318	BIBLE LEAGUE INTERNATIONAL

To generate the report: You will need to enter the 'start' and 'end' dates to see results for a specific time-period. Next, select the interval , use the pull-down arrow to select the period-of-time you want to view. Next, click . It will take a few seconds for the report to produce.

Here is sample of the **Interval** report results:

15:08:51 11 FEB 2019
BLI Call Center Interval Report
for Dialed Numbers 9184493318
02/11/19 thru 02/11/19
Interval: 1 Hour

BLI Call Center Interval Report			
Total Calls: 0		Total Amount: \$0.00	
Date	Time Interval	# of Calls	Amount
02/11/19	00:00:00	0	\$0.00
02/11/19	01:00:00	0	\$0.00
02/11/19	02:00:00	0	\$0.00
02/11/19	03:00:00	0	\$0.00
02/11/19	04:00:00	0	\$0.00
02/11/19	05:00:00	0	\$0.00
02/11/19	06:00:00	0	\$0.00
02/11/19	07:00:00	0	\$0.00
02/11/19	08:00:00	0	\$0.00
02/11/19	09:00:00	0	\$0.00
02/11/19	10:00:00	0	\$0.00
02/11/19	11:00:00	0	\$0.00
02/11/19	12:00:00	0	\$0.00
02/11/19	13:00:00	0	\$0.00
02/11/19	14:00:00	0	\$0.00
02/11/19	15:00:00	0	\$0.00
02/11/19	16:00:00	0	\$0.00
02/11/19	17:00:00	0	\$0.00
02/11/19	18:00:00	0	\$0.00
02/11/19	19:00:00	0	\$0.00
02/11/19	20:00:00	0	\$0.00
02/11/19	21:00:00	0	\$0.00
02/11/19	22:00:00	0	\$0.00
02/11/19	23:00:00	0	\$0.00

Continue to next page >>

Note the following for the buttons atop of the report:

1. There are four options to export the report.



2.  only saves the report to the NetView home page. Please Do Not use this function.
3.  is used to run the report that you are currently viewing to see if any updates are listed on the report. Refreshes report results.
4.  takes you back to the report main screen of that report you are currently viewing.

The BLI Call Center Interval Report provides the Donation Date, Time Interval, Number of Calls and the Gift Amount given for a given period-of-time. And cumulative total of Calls and total Gift Amount. This can be set in 15, 30 and 1 hour increments by selecting Interval using the pull-down menu and clicking the Interval you want to view.



When you're finished viewing reports . If the session is left idle, the system will automatically time-out and close the session.

Alert!

All the Icons on NetView are live, but they are Not all available for your use. Please limit your use to the **Call Center** and **Logout** Icons only. See screen shot below.



For Support: DO NOT, use the **support** icon on NetView. For assistance with these reports, refer to page 8, contact Jen DeVries or Michael Woolworth.

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Web Reporting

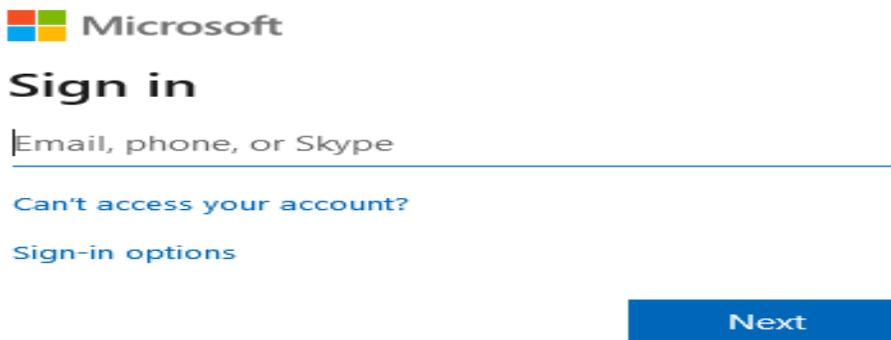
Donations made online at 1800YESWORD.com, through a campaign banner ad or video link on your station's home page, or banner on BLI corporate website are monitored using a separate web interface.

Here is the link to the **Sign in**: <http://radioreports.bibleleague.org>

Please Note: A separate e-mail will be sent to you with your unique login, password and account number to access the web reports (this information is NOT the same as the Call Center login).

To **login**, follow steps below →

1. Copy and Paste <http://radioreports.bibleleague.org> in browser. *Chrome works best.*
 - Sign in page looks like screen shot below.



Microsoft

Sign in

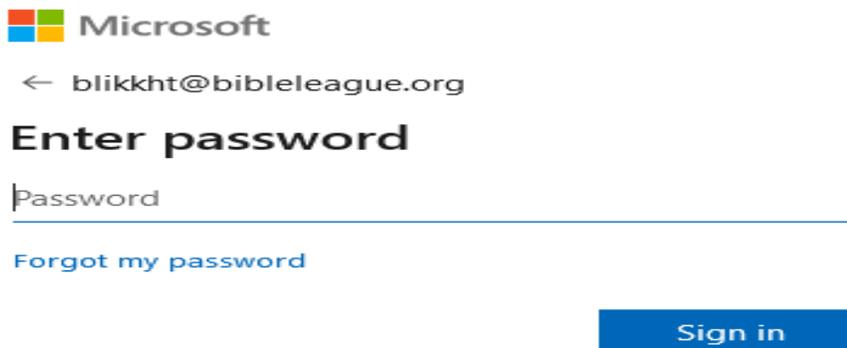
Email, phone, or Skype

[Can't access your account?](#)

[Sign-in options](#)

Next

2. Enter username and click **Next**
 - You will need to use the format [username@bibleleague.org](#). For example, **[bliabc@bibleleague.org](#)**
3. Enter Password then click **Sign in**
 - Case sensitive. Type as it is written in your instructions.



Microsoft

← blikkht@bibleleague.org

Enter password

Password

[Forgot my password](#)

Sign in

Continue to next page >>

- Once you've successfully logged in, you will land on the **'Radio Reports'** home page, and have the option of choosing 'Donation Detail' or 'Donation Interval' View.

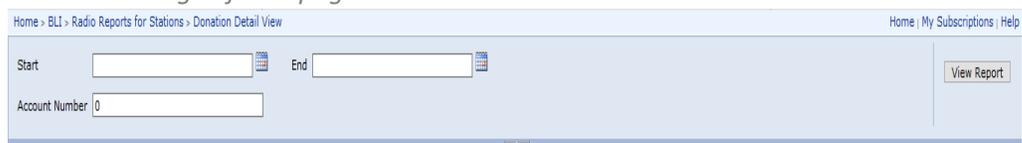
Click the icon of the report view you want to run.

Here is an image of that page.



The Donation Detail View (Report)

Here is an image of that page



To Run Report: Enter 'start' and 'end' dates and 'account number' then click View Report.

When the report run is finish, it will display the station id, date/time, donor name, city/state, gift amount and gift recurrence (one-time gift or monthly pledge).



To Exit Report:

Option 1: Click X on browser

Option 2: Click 'Radio Reports for Stations' link [above the date fields] to go back to the 'Radio Reports' home page.

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The **Donation Interval View (Report)**

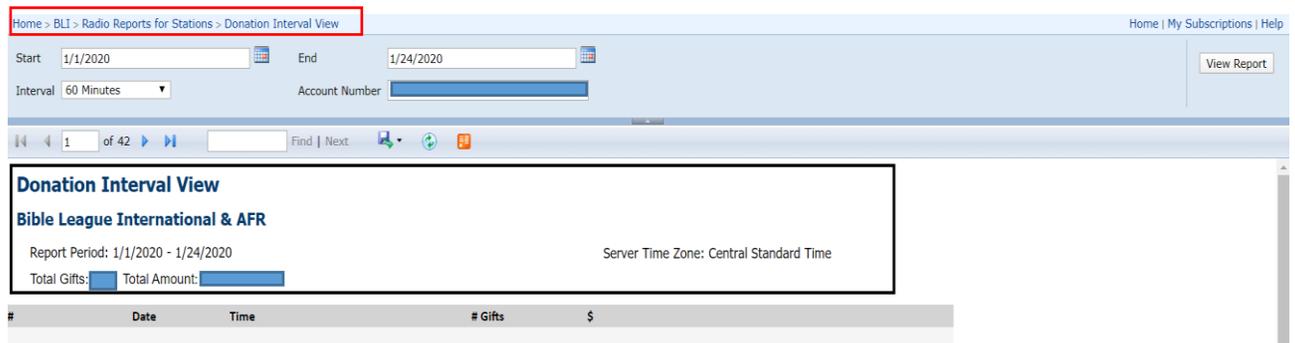
Here is an image of that page



The screenshot shows the top portion of a web application interface. At the top left, there is a breadcrumb trail: "Home > BLI > Radio Reports for Stations > Donation Interval View". To the right of this, there are links for "Home | My Subscriptions | Help". Below the breadcrumb, there are four input fields: "Start" (with a calendar icon), "End" (with a calendar icon), "Interval" (a dropdown menu currently set to "60 Minutes"), and "Account Number". A "View Report" button is located on the right side of the form.

To Run Report: Enter 'start' and 'end' dates, 'account number' and select interval then click View Report.

When the report run is finish it will display the station id, date, total number of gifts and the total amount given in a specific time period. It can be set to 15-, 30-, 45- or 60-minute intervals.



The screenshot shows the report results page. At the top, the breadcrumb trail "Home > BLI > Radio Reports for Stations > Donation Interval View" is highlighted with a red box. The "Start" date is "1/1/2020" and the "End" date is "1/24/2020". The "Interval" is "60 Minutes" and the "Account Number" field is filled with a blue bar. A "View Report" button is on the right. Below the form, there is a navigation bar with "1 of 42" and "Find | Next" options. The main content area is titled "Donation Interval View" and "Bible League International & AFR". It shows "Report Period: 1/1/2020 - 1/24/2020" and "Server Time Zone: Central Standard Time". Below this, there are two summary fields: "Total Gifts:" and "Total Amount:". At the bottom, a table header is visible with columns: "#", "Date", "Time", "# Gifts", and "\$".

To Exit Report:

Option 1: Click X on browser

Option 2: Click 'Radio Reports for Stations' link [above the date fields] to go back to the 'Radio Reports' home page.

For Support: DO NOT, use the **Help** link on the page. Please contact Jen or Michael.

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Michael Woolworth, Senior Director of Broadcast Media; mwoolworth@bibleleague.org; 708-367-8721