



## **Stand With Them: Bibles for the Persecuted Church Fall 2019 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 in order to deliver ministry (sending Bibles, Biblical resources and training to the Persecuted 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 Fall 2019 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 shouldn’t 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.

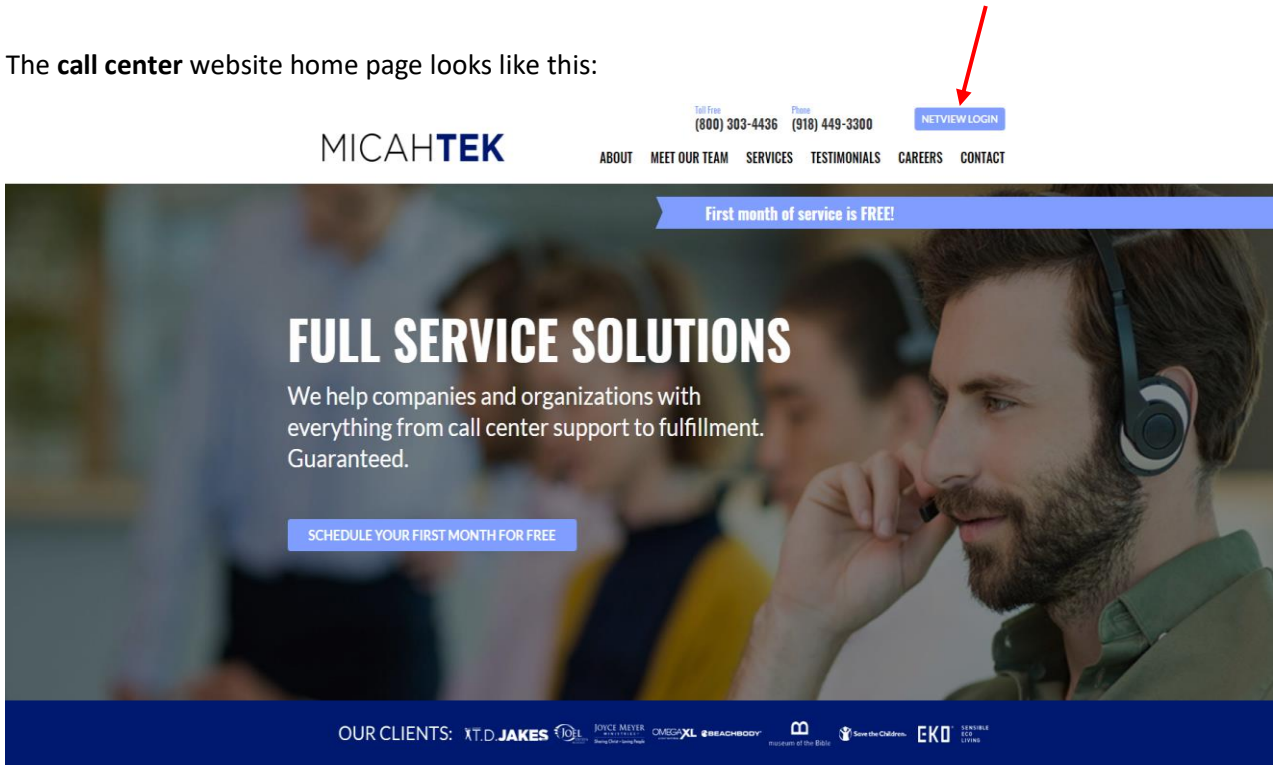
### **Call Center Reporting**

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.

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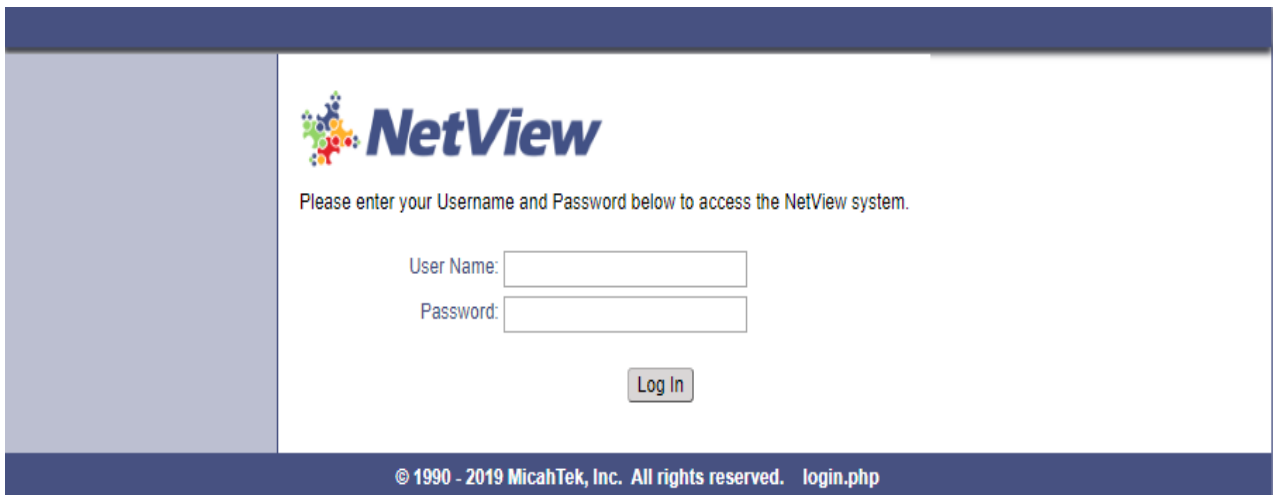
Here is the link to the **Call Center** website:  
<https://www.micahtek.com/>

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.

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



Click on  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**

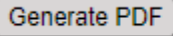
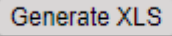
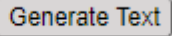
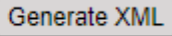
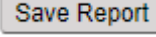
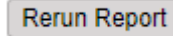

BLI Call Center Detail Report						
Total Calls: 0			Total Amount: \$0.00			
Date	Time	Name	City/State	Gift Amount	One Time/Monthly	Station

Report subject to change due to timing of posting processes.



When you're 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

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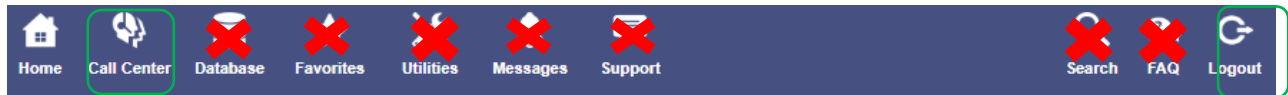
**The BLI Call Center Interval Report** provides the Donation Date, Time Interval, Number of Calls and the Gift Amount given for a given period-of-time. And cumulative total of Calls and total Gift Amount. This can be set in 15, 30 and 1 hour increments by selecting Interval using the pull-down menu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

### Web Reporting

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

Here is the link to the site: <https://giving.bibleleague.org/signin.aspx>

Please Note: A separate e-mail with your login and temporary password to access the web reports will be sent to you (this login information is NOT the same as the Call Center). Please inform Jen DeVries at Bible League International if you change your password.

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The **Web Reporting** login screen looks like this:

The screenshot shows the Bible League International login and account creation interface. At the top left is the Bible League International logo and a link to 'Back to bibleleague.org'. At the top right are links for 'Login' and 'Create Account'. The main content is divided into two columns. The left column is titled 'Sign In' and contains a form with fields for 'Your E-mail Address' and 'Your Password', a 'Remember Me' checkbox, and a 'Sign In »' button. Below the form is a link: 'Forgot your password? Click here'. The right column has two sections: 'Create a Personal Account' with a description and a 'Create an Account' button, and 'Create an Organizational Account' with a description and another 'Create an Account' button.

After you login, click the 'Radio Reports' button at top navigation bar. Then, click the pull-down in the  box and you will have the option of choosing 'Donation Detail' or 'Donation Interval' report. The screen where you select the type of report looks like this:

The screenshot shows the Bible League International report selection screen. At the top left is the Bible League International logo and a link to 'Back to bibleleague.org'. At the top right are links for 'Logout', 'Account', and 'Radio Reports' (circled in red). Below the navigation bar is a pull-down menu with 'Select' as the current selection. The main content area has a dark blue background and contains contact information for Bible League International, including the address '1 Bible League Plaza, Crete, IL 60417', contact details '(866) 825-4636' and 'info@bibleleague.org', and an 'ECFA ACCREDITED' logo. At the bottom, it says 'Powered by StudioOnline from DonorDirect'.

For each report option, you will need to enter 'start' and 'end' dates to view specific time period for reporting. Then click  .

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The **Donation Detail Report** screen looks like this:

The **Donation Detail Report** lists the date, time, donor name, city/state, gift amount and whether the donation is a one-time gift or monthly pledge.

The **Donation Interval Report** screen looks like this:

The **Donation Interval Report** provides you with the 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.

**For Assistance, please contact:**

Jen DeVries, Advancement Coordinator; [jdevries@bibleleague.org](mailto:jdevries@bibleleague.org); 708-367-8736

Michael Woolworth, Senior Director of Broadcast Media; [mwoolworth@bibleleague.org](mailto:mwoolworth@bibleleague.org); 708-367-8721