



“Send Bibles. Be a Joy Maker.”

Fall ‘26 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 (equipping the Under-resourced Church around the world with Bibles, Biblical resources, and training) and to acquire new donors. Donations are made using 1-800-YES-WORD, and sendbiblesnow.org.

During our Fall 2026 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.

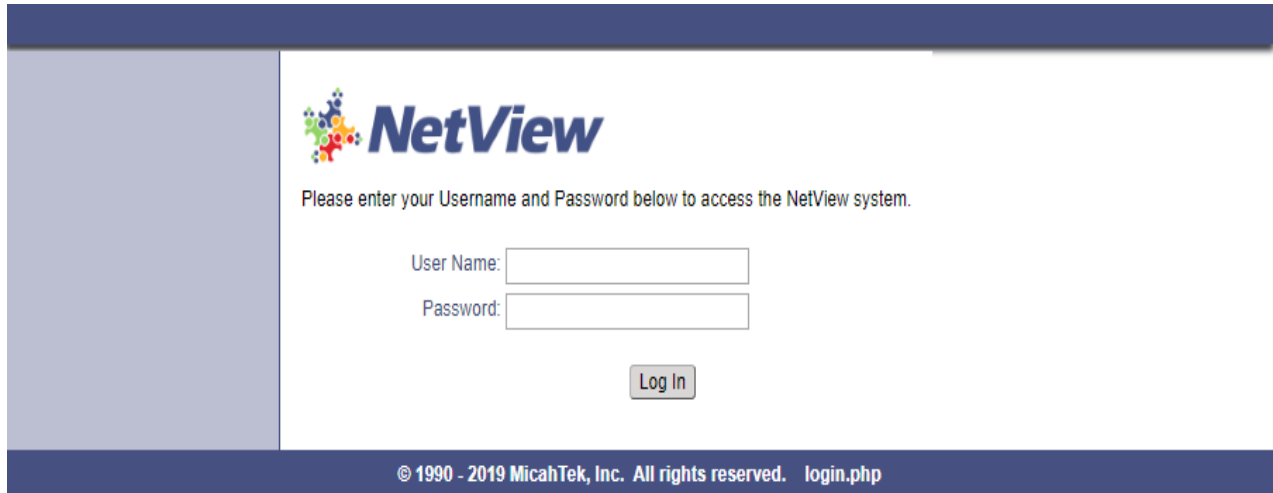
Call Center Reporting

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://cms.micahtek.com/>

The main login **call center** website screen looks like this:

The image shows the NetView login page. It has a dark blue header and footer. The main content area is white. In the center, there is the NetView logo (a colorful cluster of dots) followed by the text "NetView". Below the logo, it says "Please enter your Username and Password below to access the NetView system." There are two input fields: "User Name:" and "Password:". Below these fields is a "Log In" button. At the bottom of the page, in the dark blue footer, it says "© 1990 - 2019 MicahTek, Inc. All rights reserved. login.php".

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.

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

The image shows the NetView Main Menu screen. It has a dark blue header and footer. The main content area is white. In the top left corner, there is the NetView logo. In the top right corner, it says "BLI BOTT Bible League International". Below the header, there is a dark blue navigation bar with icons for Home, Call Center (highlighted with a red box), Database, Favorites, Utilities, Messages, and Support. To the right of the navigation bar, there are links for Search, FAQ, and Logout. Below the navigation bar, there is a "Welcome, BLI BOTT!" message. To the right of the welcome message, there is a red box with the text "DO NOT CLICK THIS LINK". Below the welcome message, there is a "Message Center" section with a table of messages. The table has two columns: "Posted" and "Headline". The first row shows a message posted on 11/20/2018 at 11:32 with the headline "Pledge / Monthly Recurring Detail Report Update". The second row shows a message posted on 09/12/2018 at 14:52 with the headline "Advanced Segmentation - Great Snapshot Report About Donors and Customers". Below the table, there is a link that says "Click here for all messages including full text." At the bottom of the page, there is a footer with the text "The menu bars above and on the left of the screen will help you navigate through the system. To use any of the system features, just click the menu option. There are currently no scheduled or previously run reports available for viewing.. Please check again at a later time, or create a new report using the menus above and to the left."

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.

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

BLI Call Center Detail Report

Input Parameters

Report Title:

BLI Call Center Detail Report

Start Date:

02/11/19

End Date:

02/11/19

Sort By:

Date Time ▾

Selected Clients

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

Run Report

Help

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:** **Date Time ▾** , then click, **Run Report** . It will take a few seconds for the report to produce.

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

Generate PDF

Generate XLS

Generate Text

Generate XML

Save Report

Rerun Report

Reset Report

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.

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Note the following for the buttons atop of the report:

1. There are four options to export the report.

[Generate PDF](#) [Generate XLS](#) [Generate Text](#) [Generate XML](#)

2. [Save Report](#) only saves the report to the NetView home page. Please Do Not use this function.

3. [Rerun Report](#) 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. [Reset Report](#) 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).

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

BLI Call Center Interval Report		
Input Parameters		
Report Title:	BLI Call Center Interval Report	
Start Date:	02/11/19	
End Date:	02/11/19	
Interval By:	1 Hour	
Selected Clients		
Client	Phone	Description
5539	918-449-3318	BIBLE LEAGUE INTERNATIONAL

[Run Report](#) [Help](#)

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 [Interval By: 1 Hour](#), use the pull-down arrow to select the period-of-time you want to view. Next, click [Run Report](#). It will take a few seconds for the report to produce.

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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

Note the following for the buttons atop of the report:

1. There are four options to export the report.

Generate PDF
Generate XLS
Generate Text
Generate XML
2. Save Report only saves the report to the NetView home page. Please Do Not use this function.
3. Rerun Report 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. Reset Report 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.

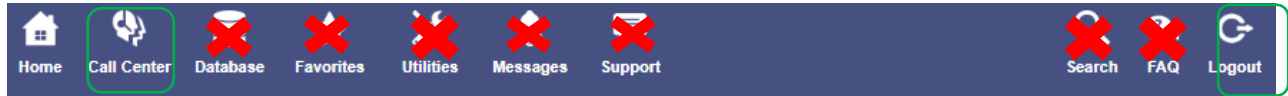
Continue to next page >>



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 are made online at sendbiblesnow.org through a campaign banner, ad or video link on your station's home page. There is also a banner on BLI corporate website that is monitored using a separate web interface.

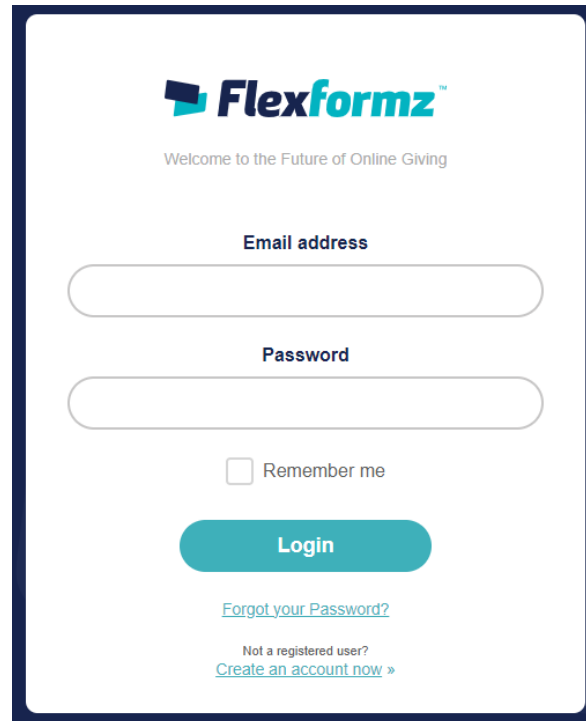
Here is the link to the **Sign in**: <https://dashboard.flexformz.com/>

Please Note: A separate e-mail will be sent to you with your unique login and password 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 <https://dashboard.flexformz.com/> in browser.

➤ Sign in page looks like screen shot below.



2. Enter Email address and Password and click 
3. Once you've successfully logged in, you will land on the **'Existing Campaigns'** home page. Make Sure Campaign Code and Campaign Name is the same as your Station.

Continue to next page >>

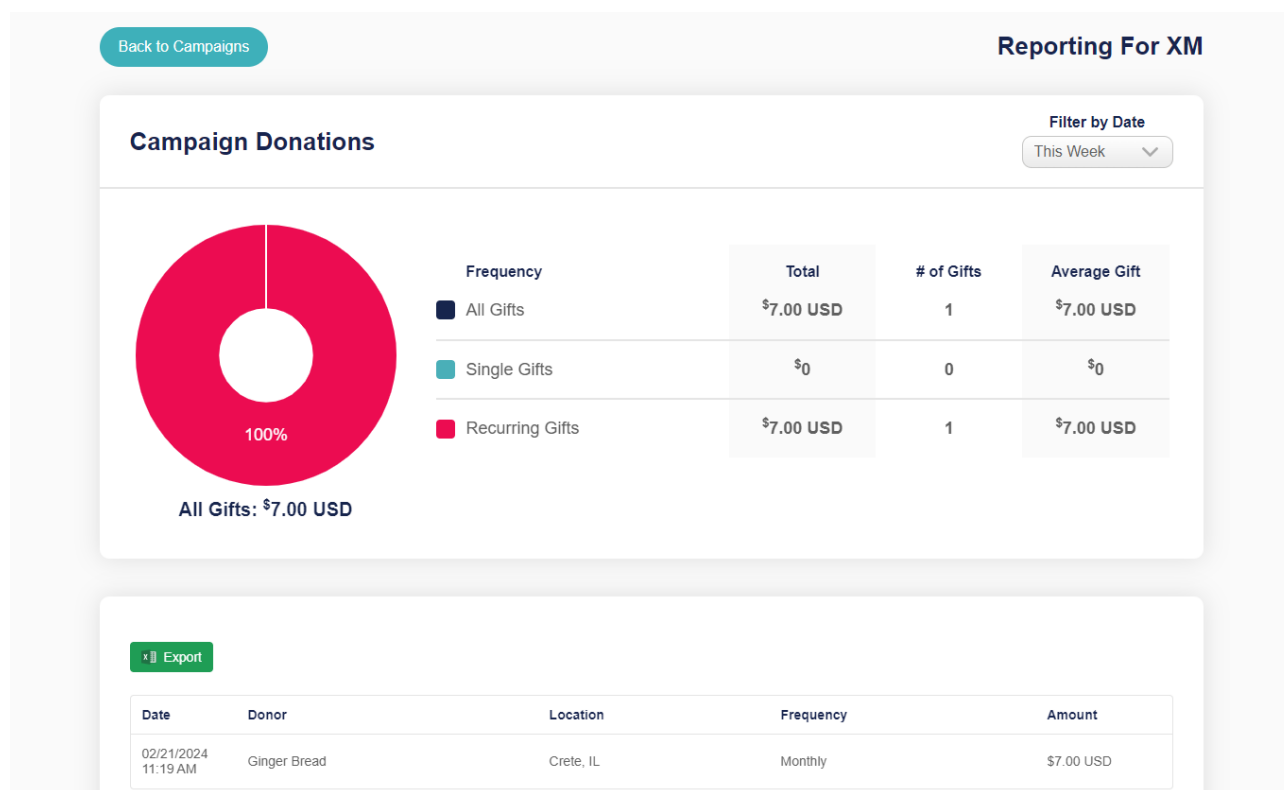
- Click on the Transactions button in the Action Column to run the report.

Here is an image of that page.

Existing Campaigns			
Search by Campaign Code or Campaign Name			
Campaign Code	Campaign Name	Created on	Action
XM	XM	2024-02-21	Transactions

The report will display the Station, Date/Time, Donor Name, Location, Frequency (one-time gift or monthly) and gift amount.

Here is an image of that page:



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

Jen DeVries, Donor Relations Communications Manager; jdevries@bibleleague.org; 708-367-8736

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