

Phone Bank

Introduction

Phone Banks are set up and operated via the Survey section of the Campaign menu of PowerBase. Survey is a general term used in PowerBase for the module that handles creating questions and collecting answers from a population. Surveys are used for a variety of purposes, such as collecting opinions, fundraising, and they even can be used for getting commitments to attend one or more upcoming events. Survey is not designed to serve as an online survey form. For that, one would use a custom profile or even a petition.

Survey permits you to allocate (reserve) contacts to individuals who will then call or visit the contact, interact with them, and record a result. If you are recording results online, you can directly link to a page to record a contribution or membership renewal for the contact. You can update information, such as phone numbers, directly in the contact record as well as record answers to the survey. Once a contact is reached and a result recorded, the contact will not be included in a call list for that survey again. You can automatically remove the reservations of uncalled contacts on a daily basis so that the next night's volunteers can try to reach that contact again.

While this document will focus on phone banks, the same approach can be used for walk lists and other types of surveys.

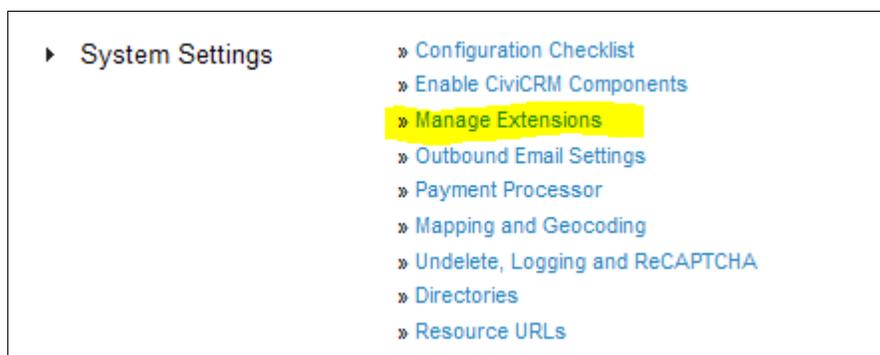
Setup Configuration

Membership or Contribution links

Phone bank can be set up so that each row in the survey has a link to the contact's contribution or membership renewal page. Clicking on it opens a tab to the correct page for the contact. This speeds up recording payments while the contact is on the phone with the caller.

One time setup

Before using this function the first time, a PowerBase Administrator has to install the extension. To do so, go to **Administer>Administration Console**. In the System Settings section, **Select Manage Extensions**.

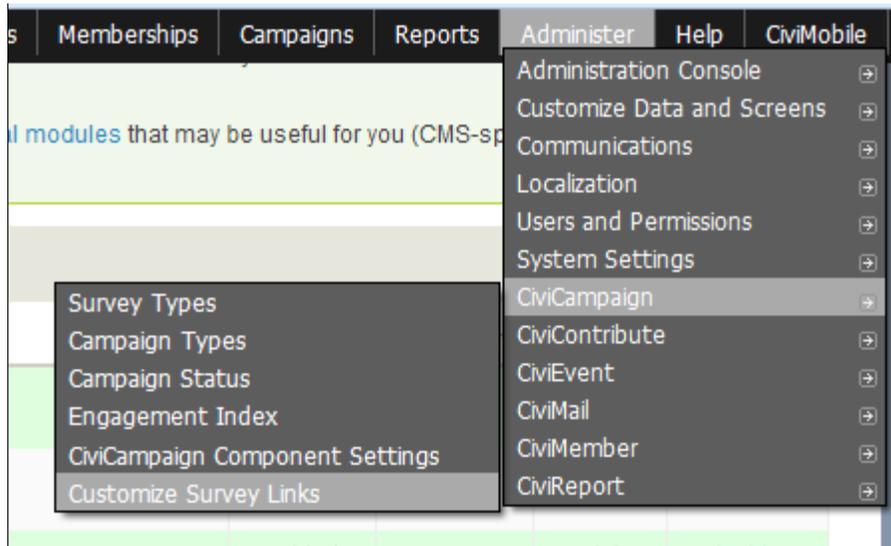


Select **Install** on the **Survey Links** row.

Phone Bank

Survey Links (net.ourpowerbase.surveylinks)	0.1	Module	Install
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Once this is completed, the links can be turned on or off as needed. That is done via the **Administer>CiviCampaign>Customize Survey Links** option.



You can set the link type that you want here. Select whether the link will be to the membership or contribution contact page. Note: Once you select a link, it will appear on ALL surveys, until you set it back to - no links -

A screenshot of the 'Survey Links Settings' form. The title is 'Survey Links' and the subtitle is 'Survey Links Settings'. The text below reads: 'The Survey Links extension allows you to place links on the survey data entry screen to each contact's contribution tab or membership tab. Please indicate below whether you want a link added, and if so, which one.' There is a 'Link Type' dropdown menu with the following options: '- no links -', '- no links -', 'membership', and 'contribution'. A 'Save' button is located to the left of the dropdown. In the bottom right corner, there is a link for 'Access Keys: ?'.

Summary Overlay

There is a handy feature called the Summary Overlay that is helpful for working with phone banks.

-  It's a pop up screen that appears when you mouse over the person icon on the phone bank list.
-  It also works on the Search Results lists.

Phone Bank

Advanced Search

▸ Edit Search Criteria ?

277	Beatrice Ameduri							
Select	Constituent Type	Potential Member					Donor Current Level	
	Phone (Primary)	330-555-3766					Donor Solicit?	
	Home Phone	330-555-3766					Donor Category	
	Home Mobile						Donor Allegiance	
A	Home Address	950 Cornell St					Last Contribution	25.00
Reset	City	Youngstown					Date of Last Contribution	January 1, 2013
<input type="checkbox"/>	State	OH					Total Contributions	50.00
<input type="checkbox"/>	Zip	44502					Total Contributions this Year	25.00
<input type="checkbox"/>	Primary Email	abc2533@example.com					Total Contributions last Year	0.00
<input type="checkbox"/>	Best time to Contact						Date of the last attended event	
<input type="checkbox"/>	Issues Interest						Last attended event	
<input type="checkbox"/>	Donor Ask Level							
<input type="checkbox"/>	Ameduri, Beatrice	950 Cornell St	Youngstown	OH	44502	330-555-3766		Potential Member
<input type="checkbox"/>	Amoline, Danielle	9067 N Girdle Rd	Middlefield	OH	44062	999-150-2013		Constituent

The benefit of this is that the person calling does not need to go to another screen to get detailed information on contact. You can see that there is a lot of space here for putting in information you will need as the call progresses. We've edited this example to put in items that are not in the default version.

You can edit the field list that go on this page by going to **Administer>Customize Data and Screens>Profiles**. Select the **Reserved Profiles** tab. Select Fields on the Summary Overlay row.

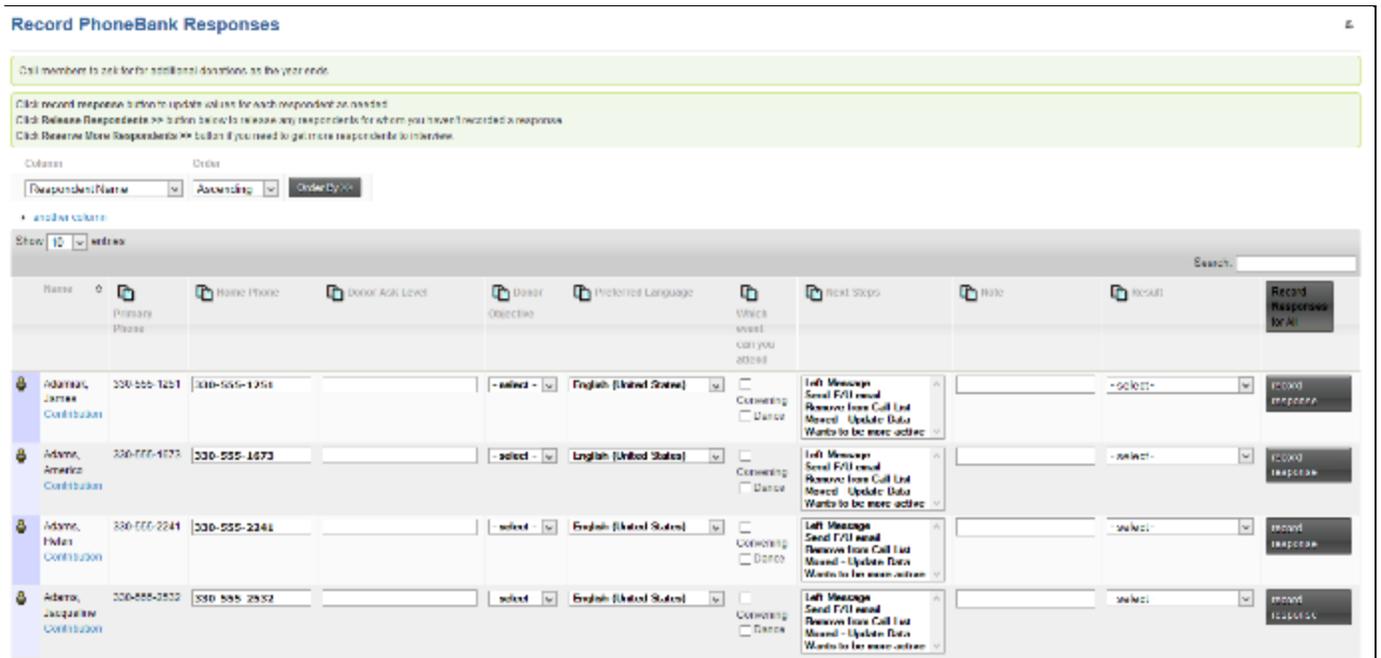
				Directory	
Summary Overlay	Individual, Contact	7	Standalone Form or Directory	Fields	Preview more ▸

You can add or subtract fields from here. It's okay to delete or disable them. Adding or subtracting fields from a profile to not change the underlying data, i.e. they are non-destructive.

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Setup the Phone Bank Survey

Here's what a phone bank looks like when someone is calling through their list.



The first column is the icon. Hovering over it with the mouse will bring up the summary overlay. Next is a column with the name which is automatically added to the profile, and below it is the link to record a contribution page for the contact. This is automatically created if the Survey Link has been defined. To the right of the name are fields that come from the contact record and were placed there by the survey creator. Note that some of them are editable so the data in PowerBase can be changed on the fly. The right hand section after the Preferred Language column contains the fields that are the actual “questions”, that is, the information that we are specifically seeking from the contact via this survey. These answers will be recorded in an activity record of the type PhoneBank.

Questions are not required for a survey. Sometimes the remaining columns collect all the information you are interested in.

The last three columns: **Notes**, **Results** and **Record Response** are automatically created by the survey record. The caller calls the phone number of the contact and holds a conversation or gets voice mail. The next steps field is recorded. The Result is marked as Completed and the caller clicks **Record Response**.

To create a phone bank survey like this, go to **Campaigns>New Survey**. You'll get the screen below.

Phone Bank

The Main Information Tab

New Survey

Continue >> Cancel

Use this form to Add new Survey. You can create a new Activity type, specific to this Survey or select an existing activity type for this Survey.

Title *
Title of the survey.

Campaign - select - [new campaign](#)
Select the campaign for which survey is created.

Activity Type * - select -
Select the Activity Type.

Instructions for interviewers

Maximum reserved at one time
Maximum number of contacts that can be reserved for an interviewer at one time.

Total reserved per interviewer
Maximum total number of contacts that can be in a reserved state for an interviewer.

Release frequency
Reserved respondents are released if they haven't been surveyed within this number of days. The Respondent Processor script must be run periodically to release respondents. ([learn more...](#))

Active?
Is this survey active?

Default?
Is this the default survey?

Continue >> Cancel

Put in the **Title**, select a **Campaign** and select the **Activity** type of PhoneBank.

You can fill in optional **instructions for interviewers** that will appear on the phone bank page.

The **Maximum reserved at one time** field holds the maximum number of contacts that can be reserved at any one time to be interviewed. Generally leave this blank.

The **Total reserved per interviewer** is the maximum that can be reserved for any particular interviewer.

Release Frequency is the number of days that a reserved contact is allocated to an interviewer. If the interview with the contact is not completed or released before this time is up, the reserved contact is released so that it can be allocated to another interviewer. Generally set this to 1, for one day.

Active? Check this box to make this an active survey.

Default? Check this box to make it the default. It's convenient to have the default selected when you are reserving respondents later.

Phone Bank

The screenshot shows the 'Main Information' tab of the 'Configure Survey - Spring Phone Bank' interface. At the top, there are tabs for 'Main Information', 'Questions', and 'Results'. Below the tabs are four buttons: 'Save', 'Save and Done', 'Save and Next', and 'Cancel'. The form contains the following fields and options:

- Title:** Spring Phone Bank
- Campaign:** Annual Membership Meeting (with a 'new campaign' link)
- Activity Type:** PhoneBank
- Instructions for Interviewer:** A rich text editor with a toolbar and the text: "We're calling to get links to come to the Annual Membership Meeting. Please see who is coming to the Saturday meeting and the Dance Saturday night!"
- Maximum reserved at one time:** 1000 (with a help link)
- Total reserved per interviewer:** 25 (with a help link)
- Release frequency:** 1 (with a help link)
- Active:** Is this survey active?
- Default:** Is this the default survey?

At the bottom, there are four buttons: 'Save', 'Save and Done', 'Save and Next', and 'Cancel'.

Click **Continue**.

The Questions Tab

The blank Configure Survey Questions Tab appears with places for two profiles.

The screenshot shows the 'Questions' tab of the 'Configure Survey - Spring Phone Bank' interface. At the top, there are tabs for 'Main Information', 'Questions', and 'Results'. Below the tabs are four buttons: 'Save', 'Save and Done', 'Save and Next', and 'Cancel'. The form contains two sections:

- Contact Info:** A dropdown menu showing '- select -' with buttons for 'Edit', 'Copy', and 'Create'.
- Questions:** A dropdown menu showing '- select -' with buttons for 'Edit', 'Copy', and 'Create'.

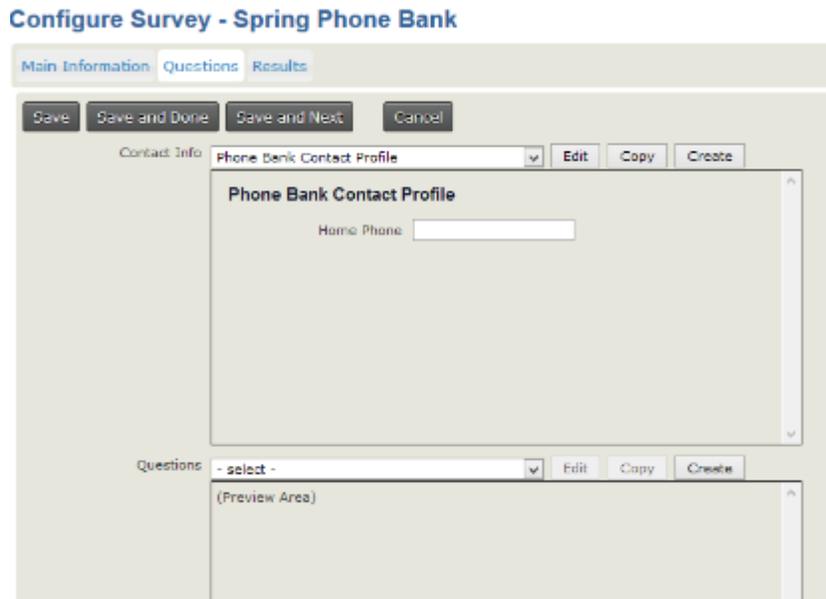
At the bottom, there are four buttons: 'Save', 'Save and Done', 'Save and Next', and 'Cancel'.

The idea for this page is that you will put the profile that holds the contact fields in the upper section. Select an existing profile in the field next to **Contact Info** to **Edit** or **Copy** or click **Create** to make a new one.

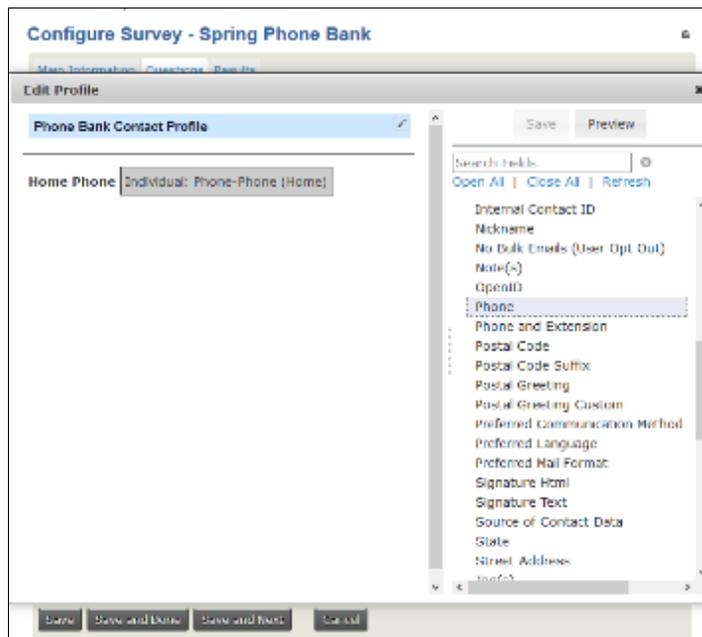
Phone Bank

The Contact Info Profile

We've select the **Phone Bank Contact Profile** that was created earlier.

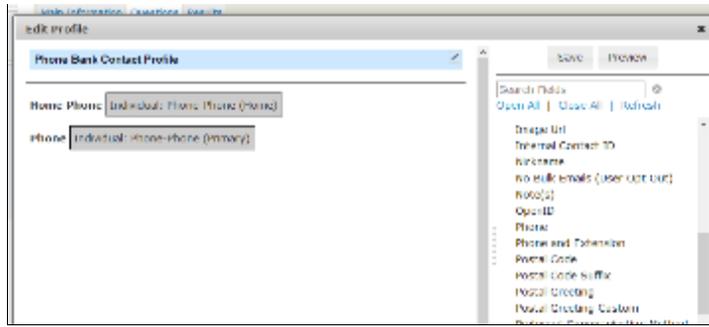


We'd like to edit this profile to have more information and phone numbers. The contact name will appear by default so you needn't add that. We click **edit** to go the profile edit screen. This opens up a window over the survey. In the left window we have the fields currently in the profile. In the right hand window the potential additional fields appear. If we click on the plus sign by **Individual**, we get a list that looks like this screen:

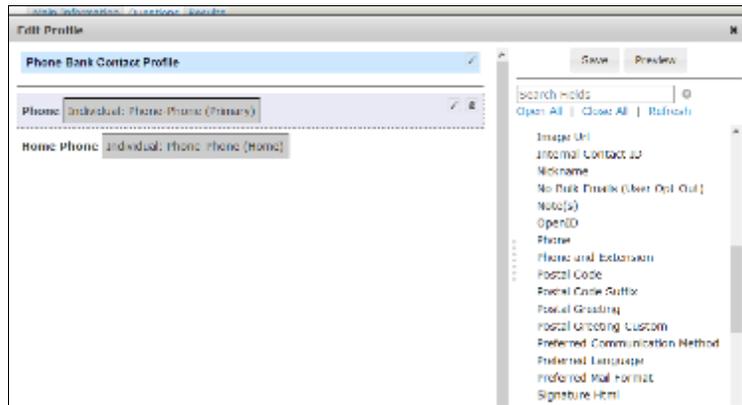


Find phone number on the list and drag it over to the left window. It defaults to the Primary Phone, which is okay, but we'd like it to be first on the list. Just click on it and drag it up.

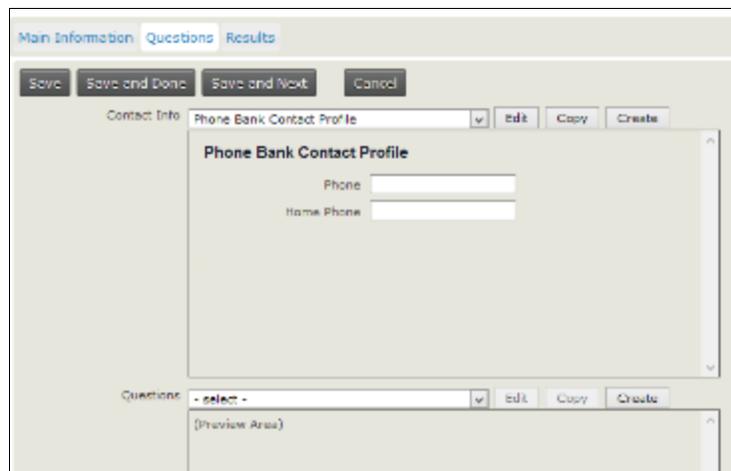
Phone Bank



We see that Primary Phone has moved into place. Clicking on the field also displays the pencil icon – which allows us to edit the field and the label – and the trash can which allows us to remove it from the profile.



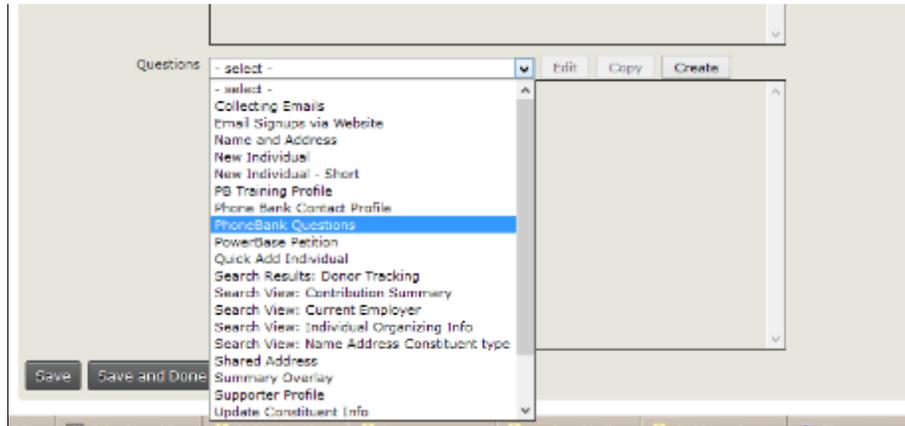
When we're done editing, click on the **Save** button in the upper right corner of the overlay window. We're returned to the original Questions tab, but now our upper window's profile has been changed to add the field.



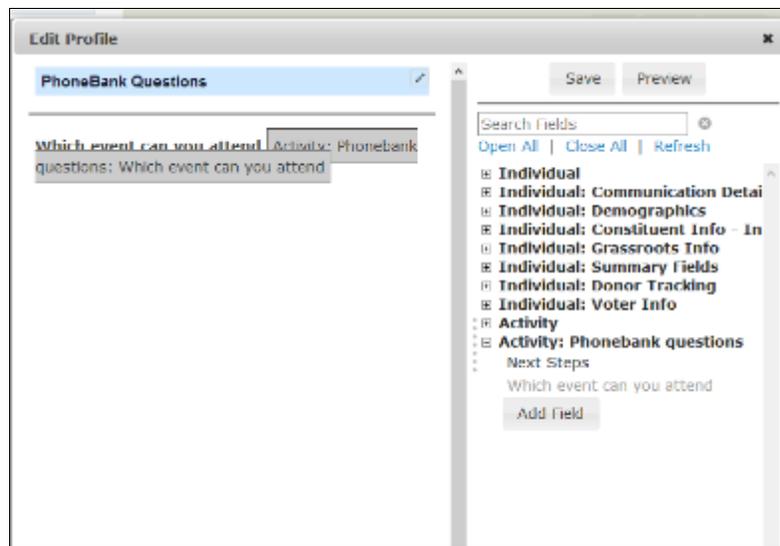
The Questions Profile

In this section you can also edit or copy an existing profile or create a new one. In this example, we going to use an existing one called *PhoneBank Questions*.

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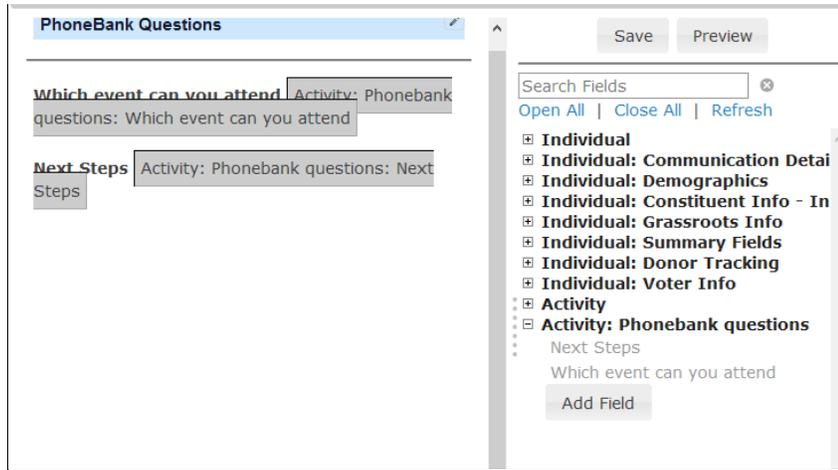
We have a situation similar to what we had before: two windows, profile on the left, fields to select from on the right.



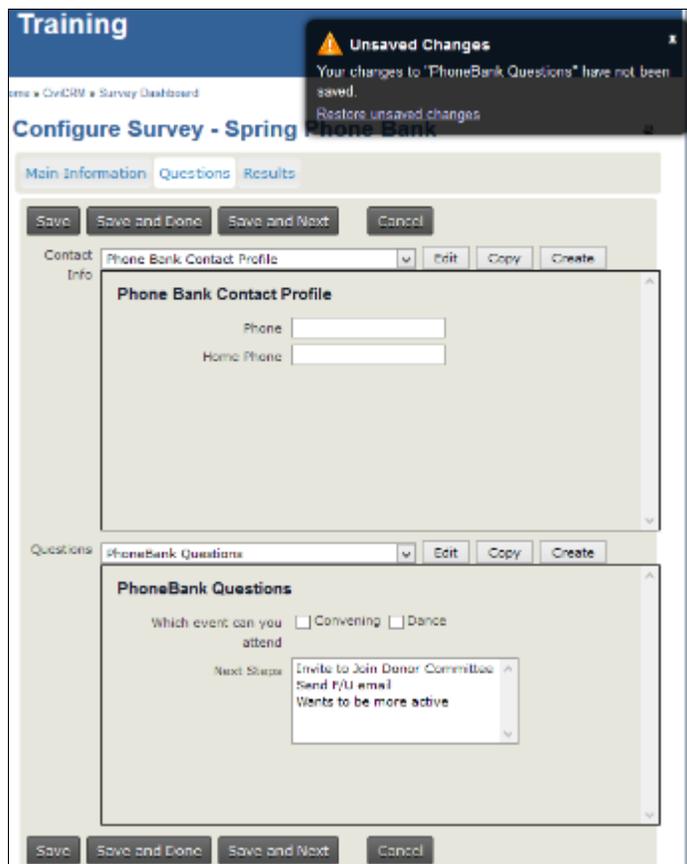
Since these are the questions and questions are stored as a special activity type of PhoneBank, expand the **Activity: Phonebank questions** to get a list of possible fields. If we don't see the one we want, new fields can be added right on this screen. This process has the same result as adding them through the Customize Data and Screens>Custom Fields option on the Administer menu. The new fields created here will be new custom fields in your PowerBase. It's not a good idea to add new fields without discussing it with your colleagues or without checking to make sure they are not already in the PowerBase somewhere else.

We've got a field that's called *Next Steps* that we want to add to the survey. It is a field designed to capture the intermediate term actions someone should take with this contact after the survey is completed. Drag it over and it becomes part of the PhoneBank Questions profile.

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Click Save in the upper right hand corner of the window overlay to close it and continue from the Questions tab.



PowerBase reminds us to save our work, we are done with the profiles anyway, so we click **Save and Next**.

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Results Tab

Configure Survey - Spring Phone Bank

Main Information Questions **Results**

Save Save and Done Save and Next Cancel

Survey Responses * Create a new result set
 Use existing result set
You can create new result options for this survey, or select an existing survey result set which you've already created for another survey.

Select Result Set:

Result Options

Enter up to ten (10) multiple choice options in this table (click 'another choice' for each additional choice). You can use existing result set options by selecting survey result set.

Default	Label	Value	Recontact Interval	Weight
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
▶ another choice				

Create Report

Create Report

Report Title

Save Save and Done Save and Next Cancel

The Results tab holds all the values for the Results field. Every survey has a results tab. It has several functions:

- It can close the phone bank for this contact and mark it complete so that they will not get called again.
- As it closes the survey for this contact, it can track statuses of the survey that can be used for follow up actions
- It can release the contact from the phone bank and allow another person to call again later.

Begin by selecting existing an existing Result set and modifying it for your needs.

Configure Survey - Spring Phone Bank

Main Information Questions **Results**

Save Save and Done Save and Next Cancel

Survey Responses * Create a new result set
 Use existing result set
You can create new result options for this survey, or select an existing survey result set which you've already created for another survey.

Select Result Set:

Result Options

Enter up to ten (10) multiple choice options in this table (click 'another choice' for each additional choice). You can use existing result set options by selecting survey result set.

Default	Label	Value	Recontact Interval	Weight
<input type="radio"/>	Completed	C	<input type="text"/>	1
<input type="radio"/>	Not Home	NH	<input type="text"/>	2
<input type="radio"/>	Moved	MV	<input type="text"/>	3
<input type="radio"/>	Wrong Address	WA	<input type="text"/>	4
<input type="radio"/>	Wrong Number	WN	<input type="text"/>	5
<input type="radio"/>	Deceased	DE	<input type="text"/>	6
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
▶ another choice				

Phone Bank

The **Recontact Interval** is the number of days to wait before this contact can be contacted for this survey. If it's set to blank or zero, the contact is taken out of the survey pool once the result is recorded. In some cases, that may not be the desired result. Take "Not Home" for example. If the desire is to call the "Not Home" folks back, then setting a number of 1 will make them available to be called the next day. Setting it to 7 will delay it for a week. They will not be taken out of the pool.

Weight controls what order they appear in on the list.

You are not restricted to these results. Imagine a phone bank that was designed to simply find out if the contact was supporting a specific position of the organization. The result set could be Yes or No or Declined to Say. It's good to include the other more general options as well. Phone calls are a good time to clean up the database so using the opportunity to record who moved, bad phone numbers and deceased are perennial result options. The organizer of the phone bank can query the survey results and pull up a list by these statuses or any of the other questions fields.

Create Report option defaults to yes. A report will be created for this survey with the name of the survey. You can override the name by filling in the **Report Title** field.

Clicking Save and Next will bring you back to the original Main Information tab. **Click Save and Done** to end the survey editing.

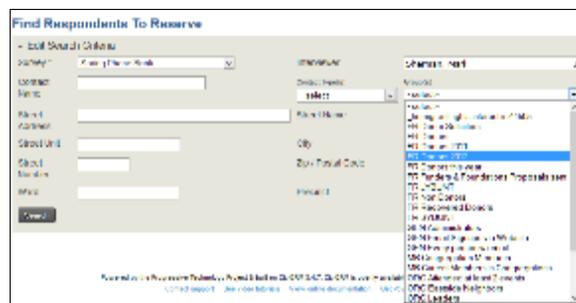
Reserving Respondents

Reserving respondents assigns contacts to an interviewer. When the interviewer logs in to start calling, this is the list of contact that will appear. Respondents will stay reserved until the interviewer calls them or they are manually or automatically released.

Assuming that you've prepared a group of contacts that you are targeting for the phone bank, and that you know who is going to do the calling, the best practice is to reserve them for each caller before the interviewer is waiting to get started.

Pay attention to the release frequency that you've set for this phone bank. If you've set a release frequency of a day, and you reserve them for a phone bank tomorrow, they'll all be released before you get started. To get around that, set the release frequency to a longer period of time so that you have time to get ready for your callers or just reserve them the same day they call.

Go to **Campaigns>Reserve Respondents**.



Phone Bank

Pick the **survey** that you want.

Pick the **interviewer**. The default will be for yourself unless you change it. The interviewer has to be someone in your PowerBase. It also should be someone who has a login into your PowerBase.

Pick the **group** that in which you want to reserve. Press **Search** which brings you to the search results list.

Find Respondents To Reserve

► Edit Search Criteria

444 Results Contact Type - 'Individual' ...AND...
Contacts IN FR Donors 2012

Select Records: All 444 records Selected records only

Next > Last >> Respondents 1 - 50 of 444

<input checked="" type="checkbox"/>	Contact Name	Street Number	Street Name	Street Address	City	Postal Code	State	Country	Email
<input checked="" type="checkbox"/>	Adams, Charles	610	Griffith St	610 Griffith St Apt 162	Youngstown	44510	OH	United States	abc44
<input checked="" type="checkbox"/>	Adams, Mark	3210	Flo Lor Dr	3210 Flo Lor Dr Apt 10	Youngstown	44511	OH	United States	abc55
<input checked="" type="checkbox"/>	Andrei, Helen	3000	Flo Lor Dr	3000 Flo Lor Dr Apt 10	Youngstown	44511	OH	United States	abc54
<input checked="" type="checkbox"/>	Angelo, John	541	Carlotta Dr	541 Carlotta Dr	Youngstown	44504	OH	United States	abc14
<input checked="" type="checkbox"/>	Anthonsen, Marian	3037	Canfield Rd	3037 Canfield Rd Apt 1	Youngstown	44511	OH	United States	abc55
<input checked="" type="checkbox"/>	Armstrong, David	3453	Cascade Dr	3453 Cascade Dr	Youngstown	44511	OH	United States	abc19
<input checked="" type="checkbox"/>	Austgen, Helen	346	S Hazelwood Ave	346 S Hazelwood Ave	Youngstown	44509	OH	United States	abc18

Select the number you want to reserve for this person. The count may be additionally limited by the settings on the survey. Click **Go**.

This brings up the **Reserve Respondents** Screen.

Reserve Respondents

Add Respondent Reservation(s)

i Do you want to reserve respondents for "Spring Phone Bank" ?

Number of selected contacts: 25

► Add respondent(s) to a new group

▼ Add respondent(s) to existing group(s)

- _Immigrant rights interest in 44505
- FR Donor Solicitors
- FR Donors
- FR Donors 2011
- FR Donors 2012

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Click **Reserve** if you are reserving for someone else. Click **Reserve and Interview** if you are reserving for yourself and ready to start.

Conducting the Phone Bank

When the time comes to interview, go to **Campaign>Interview Respondents**.

Find Respondents To Interview

▼ Edit Search Criteria

Survey * Interviewer

Contact Name Contact Type(s) Group(s)

Street Address Street Name

Street Unit City

Street Number Zip / Postal Code

Ward Precinct

Enter the same **Survey** and **Interviewer** as before and select **Search**.

Record PhoneBank Responses

We're calling to get folks to come to the Annual Membership Meeting. Please see who is coming to the Saturday meeting and the Dance Saturday Night.

Click **record response** button to update values for each respondent as needed.
Click **Release Respondents >>** button below to release any respondents for whom you haven't recorded a response.
Click **Reserve More Respondents >>** button if you need to get more respondents to interview.

Column Order

▶ another column

Show entries

Name	Phone	Home Phone	Which event can you attend	Next Steps	Note	Result	Record Responses for All
Adams, Charles	330-555-1678	330-555-1678	<input type="checkbox"/> Convening <input type="checkbox"/> Dance	Invite to Join Donor Committee Send F/U email Wants to be more active		- select -	record response
Adams, Mark	330-555-1783	330-555-1783	<input type="checkbox"/> Convening <input type="checkbox"/> Dance	Invite to Join Donor Committee Send F/U email Wants to be more active		- select -	record response
Andrei	330-555-1773	330-555-1773	<input type="checkbox"/>	Invite to Join Donor Committee		- select -	record

The result is the list of people to be interviewed. The Interviewer makes the calls, selects appropriate responses including the **Result** and then clicks **record response**. Doing so releases the contact from the reserved set. If the interviewer didn't get a connection, the row can be left and it will remain in the Phone Bank. There is also an option at the bottom of the list to release all the respondents.