
MoonFire Corporation presents

DialVision[®]

Call Center Management

For the Web

Troubleshooting and Reference

Guide

Release 7.5

June 2009

Troubleshooting and Reference Guide

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Troubleshooting and Reference Guide

I. Introduction

This troubleshooting and reference manual is provided as a general guide to some common support issues. Please read through it thoroughly before calling MoonFire support.

II. Error Messages

Login is already on the system; please contact supervisor.

Login is already on the system; please contact supervisor.

A caller may receive this message when trying to log into *DialVision*.

Cause:

This normally occurs when a caller has logged off the Calling Screens improperly by using the “X” in the upper right corner of the window. It can also occur if there was a computer problem and they were bumped off. Managers and System Administrator users will not get this error.

Resolution

To clear this error, Log the caller out.

Clearing a logged in Caller:

- A Manager or System Administrator can log the caller off by going to **Callers > Callers** (referred to as the Caller Maintenance screen) and manually log off the caller. Select the caller’s name and click **Logoff User**.

The screenshot shows the 'Callers' maintenance screen in DialVision. The top navigation bar includes 'Setup', 'Imports', 'Prospects', 'Callers', 'Shift', 'Reports', and 'Miscellaneous'. Under 'Callers', there are sub-links: 'Callers', 'Teams', 'Reassign Callers - Shift', 'Reassign Callers - Global', 'Reassign Scripts', and 'Manage Outcomes'. The main form contains the following fields:

Login Name:	caller1	Password:	
User Type:	Manager	User Profile:	Manager1
Mac Address Required?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Active?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Prefix:		Address Line 1:	
First Name:	caller1	Address Line 2:	
Last Name:	caller1	Address Line 3:	
Suffix:		Address Line 4:	
Phone 1:	() -)	Phone 2:	() -)
Employee ID:		Supervisor:	**None Selected**
Date Hired:		Date Terminated:	
Email:	caller1@dv_playground		
Last Login:	5/11/2007 8:58:19 AM	Last Logoff:	5/11/2007 9:05:42 AM

At the bottom of the form, there are several buttons: 'Save', 'New', 'Delete', 'Logoff User' (highlighted in red), 'Show Advanced Options', and 'Print'. A mouse cursor is pointing at the 'Logoff User' button.

- A manager or caller can type **logoff** (*not case sensitive*) in the user name on the blue *DialVision* Login screen, and type the caller’s user name in the password field. This will log the caller off and the caller can immediately log back in.

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Note: The advantage of this method is that the manager can log the caller off at the caller's computer rather than going back to a manager computer.

Other ways for callers to be logged off:

- Go to **Tools > Logoff All Users**. Running this option will log all users out.
- When PostShift is run, ALL users are logged off - except the user running PostShift.
- After a caller has been logged in for 3 days without activity, **DialVision** will automatically log them off.

Please see the section [How to Logoff the Calling Screens](#) for more information on how a caller should correctly log off.

No Prospect list for this caller.



This message appears after the caller has logged in or has just completed a call and clicks **Yes** to take the next call.

Cause:

The most common reasons for this error are: Prospects are not available or Time Zone settings are incorrectly set.

Reasons that Prospects may not be available:

Selections have not been run

Check **Prospects > View Log** to ensure that Selections were run. The most recent selection should not be, "POST SHIFT CLEARED", or "ALL SELECTIONS CLEARED".

6/9/2009 2:14:58 PM	ALL SELECTIONS CLEARED	ALL SELECTIONS CLEARED	GLOBAL		0
6/8/2009 4:14:35 PM	POST SHIFT CLEARED	POST SHIFT CLEARED	GLOBAL		0
6/8/2009 4:12:46 PM	1 Alumni prospects	Alumni	GLOBAL	5	1467

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Selections were run, but no prospects were selected

Go to **Prospects > View Log** and review the selections to ensure that prospects were selected.

Selections were run, but no prospects are now available from the selections

When reviewing the selection log, it appears that prospects were selected, but the error still occurs. This is because outcomes like Answering Machine, Busy Circuits, Busy Signal, and No Answer, Callback and Recall have Call Again times associated with them.

During a calling session, prospects with these outcomes will count as selected, but will not come up to the calling screens until their Call Back times are reached.

The **Reports > Real Time > Next Call Sequence** Report will display all prospects with future call back times in red.

Selections were run, but the prospects have all been called

Reports > Next Call Sequence will show prospects available to be called

The Caller belongs to a Team which does not have any available prospects

- Check **Callers > Teams** to see which team(s) the caller belongs to then check **Prospects > View Log** – see if selections were run for the caller's team.
- Review **Reports > Real Time > Next Call Sequence**. Under the **Team** header, ensure that prospects are available for the caller's team.

Time Zone settings

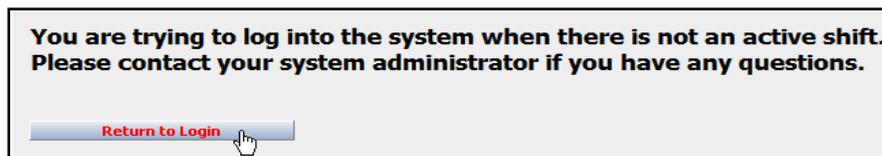
Time Zone Start and Shut Off times:

The Time Zone may not be set to release prospects in that time zone to the calling screens. Check the settings at **Setup > Call Center > Server Start Time > Server Shut Off Time** entries.

There may not be any prospects available in the active time zones

Look at the **Reports > Realtime > Selection totals by Time Zone** report to see if this is occurring.

You are trying to log into the system when there is not an active shift.



This occurs when attempting to log into the Calling Screens..

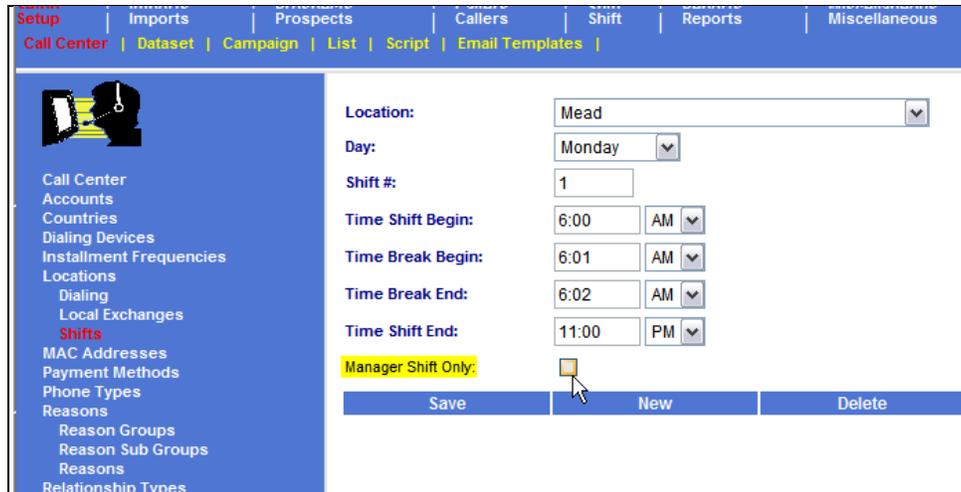
Cause:

There is no active Calling Shift.

Resolution:

- Check **Time Shift Begin** and **Time Shift End** to see if the Shift is Open. A caller trying to login one minute before the shift is set to start or after it ends will receive the error message.
- If the shift is open, ensure that **Manager Shift Only** is not checked for a shift during time when callers should be logged into the system.

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The screenshot shows the 'Shifts' configuration page in the DialVision software. The interface includes a top navigation bar with tabs for Setup, Imports, Prospects, Callers, Shift, Reports, and Miscellaneous. Below this is a sub-menu for 'Call Center' with options like Dataset, Campaign, List, Script, and Email Templates. A left-hand navigation pane lists various system components, with 'Shifts' highlighted in red. The main content area contains the following fields:

- Location: Mead (dropdown menu)
- Day: Monday (dropdown menu)
- Shift #: 1 (text input)
- Time Shift Begin: 6:00 AM (time and AM/PM dropdowns)
- Time Break Begin: 6:01 AM (time and AM/PM dropdowns)
- Time Break End: 6:02 AM (time and AM/PM dropdowns)
- Time Shift End: 11:00 PM (time and AM/PM dropdowns)
- Manager Shift Only: (checkbox, highlighted in yellow)

At the bottom of the form are three buttons: 'Save', 'New', and 'Delete'.

After any change, have the caller logoff to the desktop and log back into *DialVision*.

There are not enough Concurrent Access Licenses to log you on...

There are not enough Concurrent Access Licenses to log you on. This system has 1 Concurrent Licenses. Please try again later or contact your system administrator to obtain more licenses. Licenses can be purchased direct from MoonFire at (970) 535-9500.

This message will be displayed on the screen after logging in.

Cause:

This error is displayed when the number of users attempting to log into DialVision exceeds the number of licenses purchased.

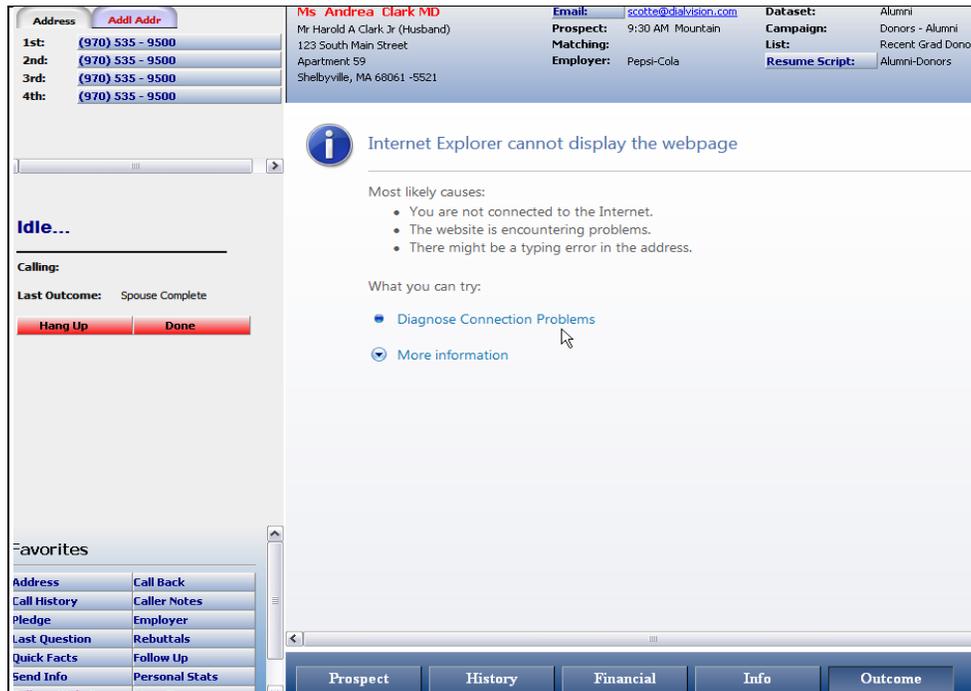
Resolution:

If the number of people logged in is less than the number of licenses, then callers have not logged out correctly. Check the **Callers > Callers** menu option to ensure that callers who are not present do not appear as still being logged into the system. Log off any callers who should not be logged in.

If the number of people trying to log in exceeds the number of licenses owned contact MoonFire support to order additional licenses.

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The page cannot be displayed.



This message may be displayed in either the caller's screen or manager's screen.

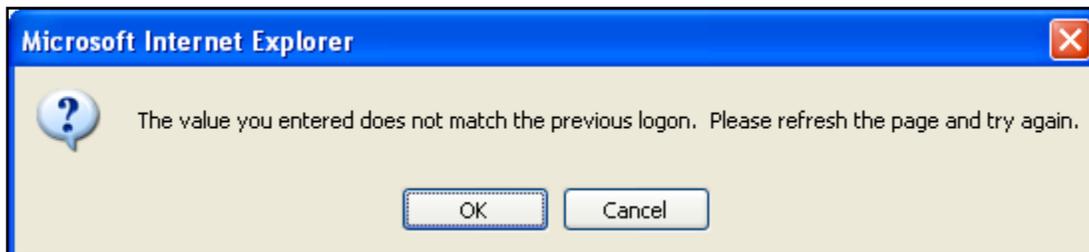
Cause: The message indicates a lack of connection to *DialVision*. This could be either due to internal network issues or issues with connecting to the internet.

Resolution: SaaS clients: Try connecting to another web site other than *DialVision*.

- If unable to access another website, the connection to the internet or server has failed and needs to be repaired. Please contact your local IT support for assistance.
- If other websites can be accessed, contact DialVision support to ensure that access to the SaaS server is working.

Local clients: Please contact your local IT support for assistance.

The value you entered does not match the previous logon.



This occurs when logging into *DialVision*.

Cause: This message appears on the *DialVision* Login screen after logging off as one user name (i.e. Mary) and then trying to login with a different user name (i.e. Jane).

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Resolution: Close and reopen Internet Explorer and bring up the login screen. Log in as the desired user.

You do not have permission to login from this machine.

You do not have permission to login from this machine

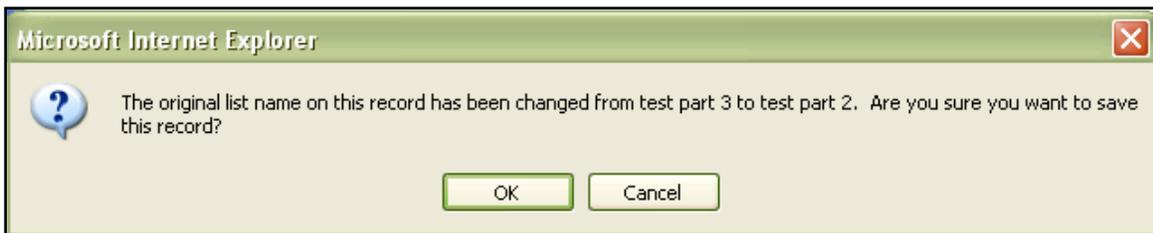
This message may be received when a caller is trying to log into DialVision.

Cause: The caller has **MAC Address Required** set to **Yes** in Caller Maintenance and the MAC address of the workstation being logged in from does not exist in the **DialVision** MAC Address table.

Resolution: Either Add the MAC address to the **DialVision** MAC Address table (located at **Setup > MAC Addresses**) or set **MAC Address Required** to **No** for the caller.

Additional Information: Please see [How to Implement MAC security in DialVision](#) for further information on MAC Addresses.

The original list name on this record has been changed...



This error message appears when changing list names.

Cause: This error message is a warning in case the manager did not mean to change the name of an existing list.

Additional Information: The list name is used for historical reporting purposes. Thus, to avoid reporting issues, Managers will typically want to create a new list rather than reuse an old list.

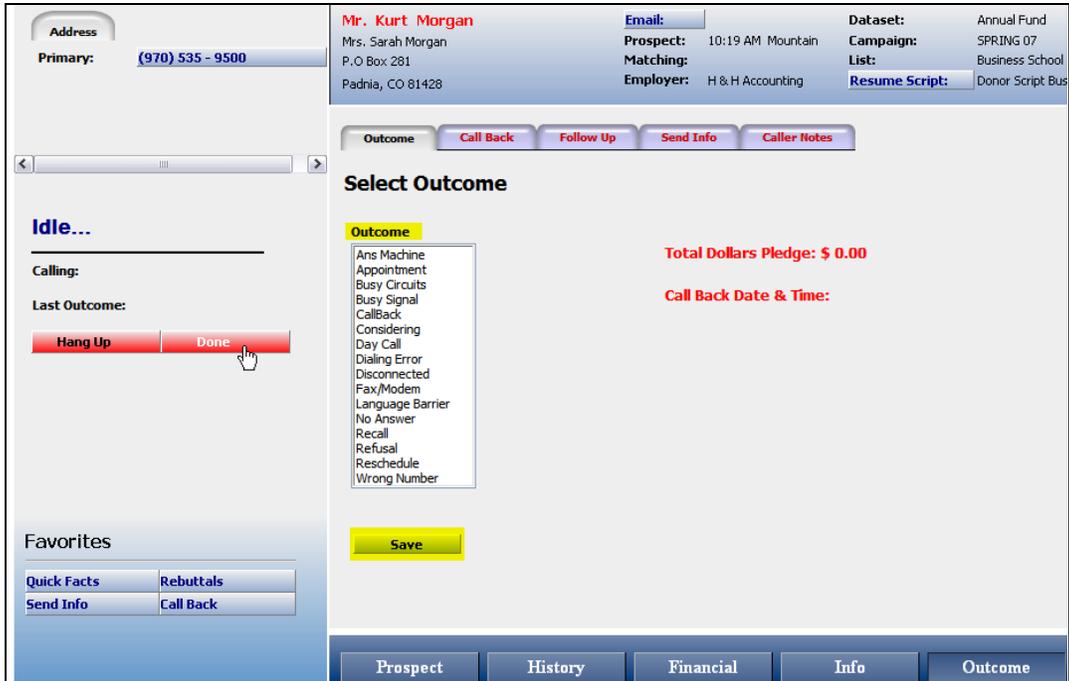
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III. How To's

How To Logoff the Calling Screens

Follow this sequence to successfully log off the calling screens:

1. Click **Done** in the left side dialing pane.
2. Apply the outcome and click **Save**.



3. On the screen that says "Do you wish to take the next call?", Click **No**



This will exit *DialVision* and return to the login screen where Internet Explorer can be closed.

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How To Delete Setup Items in *DialVision*

Setup items, such as Callers, Teams, Lists, Datasets or Selections cannot be deleted if they have been used in DialVision.

The following message will appear when trying to delete a used item:

This record is in use elsewhere in the system. All related records must be deleted or edited before continuing.

To resolve this set the **Active** flag on the item to **No**. This will inactivate the item.

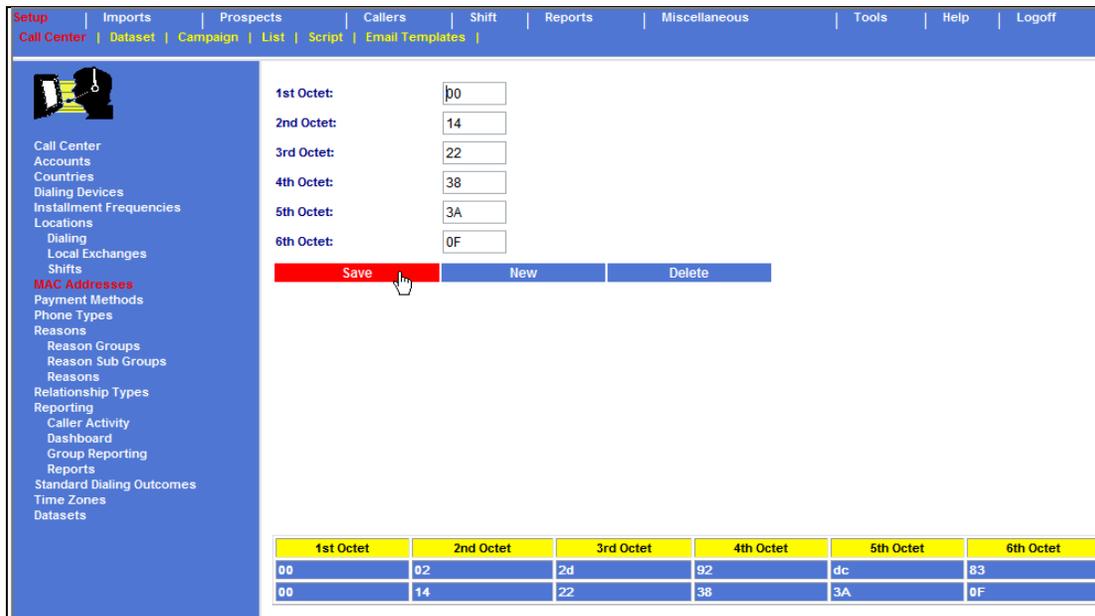


Form fields: Password, User Profile (displaying "**No Selection**"), Active? (radio buttons for Yes and No, with No selected), Address Line 1.

How To Implement MAC Security in Dialvision

MAC Address security only allows *DialVision* access from computers with specified MAC addresses. When using this feature, be sure to get the MAC address for any home PC or laptop that will be accessing *DialVision*.

1. Obtain MAC Addresses
Use the document 'How to Find a MAC Address_v7.5.doc' to identify the MAC Address for each workstation needing to access *DialVision*
2. Go to **Setup > Call Center > MAC Addresses**.
 - Enter the 12 characters of the MAC address in groups of two. Save the address, and select **New** to enter the next address.



Navigation: Setup | Imports | Prospects | Callers | Shift | Reports | Miscellaneous | Tools | Help | Logoff
Call Center | Dataset | Campaign | List | Script | Email Templates

1st Octet: [00] 2nd Octet: [14] 3rd Octet: [22] 4th Octet: [38] 5th Octet: [3A] 6th Octet: [0F]

Buttons: Save, New, Delete

1st Octet	2nd Octet	3rd Octet	4th Octet	5th Octet	6th Octet
00	02	2d	92	dc	83
00	14	22	38	3A	0F

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- Next, go to the Caller Maintenance screen (**Callers > Callers**) and check the **Yes** radio button next to **MAC Address Required?** for each caller that should have their MAC address verified when logging into **DialVision**.

Setup	Imports	Prospects	Callers	Shift	Reports	Miscellaneous
Callers Teams Reassign Callers - Shift Reassign Callers - Global Reassign Scripts Manage Outcomes						
Login Name:	caller1		Password:			
User Type:	Caller		User Profile:	Caller		
Mac Address Required?	<input checked="" type="radio"/> Yes <input type="radio"/> No		Active?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Prefix:			Address Line 1:			
First Name:	caller1		Address Line 2:			
Last Name:	caller1		Address Line 3:			
Suffix:			Address Line 4:			
Phone 1:	() - -		Phone 2:	() - -		
Employee ID:			Supervisor:	**None Selected**		
Date Hired:			Date Terminated:			
Email:	caller1@dv_playground					
Last Login:	5/11/2007 8:58:19 AM		Last Logoff:	5/11/2007 9:05:42 AM		

Note: MAC addresses are specific to each computer. If a MAC Address Required Caller is not using a registered computer they will be unable to access **DialVision**.

How To Recover Fulfillment Files

Create a Fulfillment file capturing data since the last post shift:

Fulfillment files are defined either at the **Dataset > Outcomes** screen or **Dataset > Send Information** screen.

- Any Send Information entry that has a value entered in **Document Names** will be in the Fulfillment file.

 <ul style="list-style-type: none"> Datasets Appointment Detail Caller Buttons Custom Follow Up History Info Outcomes Payment Methods Personal Stats Post Shift Rules Post Shift Files Post Shift Dataset Post Shift Outcomes Quick Facts Rebuttals Refusals Send Information Campaigns 	Dataset: Parents (dataset)				
	Description: Send infor on Math Club				
	Document Name: MathClub				
	Active? <input checked="" type="radio"/> Yes <input type="radio"/> No				
	<table border="1"> <tr> <td>Save</td> <td>New</td> <td>Delete</td> </tr> </table>	Save	New	Delete	
	Save	New	Delete		
	<table border="1"> <thead> <tr> <th>Description</th> <th></th> </tr> </thead> <tbody> <tr> <td>Send infor on Math Club</td> <td>Mal</td> </tr> </tbody> </table>	Description		Send infor on Math Club	Mal
	Description				
	Send infor on Math Club	Mal			

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- At **Dataset > Outcomes** any outcome that has a value entered in **Document** will be in the Fulfillment file.

Dataset: 2009 Dataset

Outcome Description:

Outcome Type: Positive Negative Other

Document: ←

Contacted: Yes No

Decision: Yes No

If the files are accidentally lost, damaged or misplaced, they can be recovered by following the subsequent steps.

- Under **Reports > Codes > Outcomes (Detail)**, run the Outcome Code Listing Report.

Outcomes

Dataset	Code / ID	Description	Type	Document	Function	Ref
Alumni	12	Refusal	Negative			Ref
Attributes			Post Shift Rules	File Name	Include in File?	Exp
	Contact? Yes		File 1:	Pledges	Yes	
	Decision? No		File 2:	Refusals	No	
	Processed? No		File 3:	BadPhoneNumbers	No	
	Validation Amount: Zero		File 4:		No	
	Note Validation? Yes		File 5:		No	
	Toss Survey Responses? No		File 6:		No	
	Quick Result? No		File 7:		No	
	Read Only Result? No		File 8:		No	
	Priority Override:		File 9:		No	
			File 10:		No	
			Phone Exclusion:		No	
			Purge:		Yes	

Note: The Number and the Document columns contain values which are the CallResultID's which have Documents attached to them. These values will be used in the **Generate Fulfillment file** selection statement.

- Under **Shift > Create Fulfillment File**, enter the desired information. To have all documents recreated, select **Reprints and Unprinted Documents**.
- Enter the email address where the fulfillment file should be sent (if **DialVision** has been setup for emailing).

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Setup | Imports | Prospects | Callers | **Shift** | Reports | Miscellaneous
 Approve Accounts | Approve Caller Notes | Approve Emails | **Create Fulfillment File** | Make Calls | Post Shift |

Create Fulfillment File

Include Only

Caller:

Team:

File Name (do not include a file extension):

A filename cannot contain any of the following characters: \ / : * ? " < > |

Unprinted Documents Only **Reprints and Unprinted Documents**

Please enter an email address if you would like to receive the file via e-mail.

Create Fulfillment File **Download File**

4. Click **Create Fulfillment File**.
5. Use the **Download File** option to download the file to a local workstation.

Note: Fulfillment files are stored in the **Fulfill** folder as a WP (word processing file).



Generating a Fulfillment File for Past Prospects:

1. Identify all needed Outcome IDs and Dataset IDs using the steps provided above.
2. Go to **Prospects > Purge**, set **Operation to perform:** to **Generate Fulfillment File – Past Prospects**.
3. In **File Name:** enter a name for this file.

Operation to perform:

File Name:

4. In **Selection Criteria** enter the following text:

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Operation to perform:

Generate Fulfillment File - Past Prospects

Selection Criteria:

```
Datepart(month,ps.zdatecallresult) = 08 and  
Datepart(day,ps.zdatecallresult) = 20 and  
Datepart(year,ps.zdatecallresult) = 2004 and  
ps.zCallresultid in (10, 2 ) and  
cr.zdatasetid = 51
```

2 Records Exported

Note: For multiple datasets use the 'in' SQL statement: IE. cr.zdatasetid in (51, 59)

5. Change the date parameters to the day for which to recover the fulfillment file.
6. Click **Run**.

Note: This will create a fulfillment file for all the outcomes which have documents attached for a specific date.

Re-Create Send Info Fulfillment File

1. For any prospects with Send Info, enter the following text in **Selection Criteria**:

Operation to perform:

Generate Fulfillment File - Past Prospects

Selection Criteria:

```
Datepart(month,ps.zdatecallresult) = 08 and  
Datepart(day,ps.zdatecallresult) = 4 and  
Datepart(year,ps.zdatecallresult) = 2004 and  
len(si.zdocument) > 0 and  
si.zdatasetID = 51
```

No Errors

2. Change the date parameters and datasetID as needed to recreate the Send Info fulfillment file.
3. Click **Run**.

Note: This will create a file in the Fulfill folder for all prospects that have a 'send information' request during on the specified date.

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IV. Troubleshooting

The Pledge Outcome Drop Down box has incorrect options

Select Outcome Code

Ans Machine
Pledge
Refusal

Save

Total Dollars Pledges/Gifts: \$ 100.00

Call Back Date & Time:

Cause:

If there are incorrect outcomes in the list box after entering a financial transaction it means that non-financial outcomes have the **Validation Amount** field set to something other than **Zero** at the **Setup > Dataset > Outcomes** screen.

Setup | Imports | Prospects | Callers | Shift | Reports | Misc

Call Center | Dataset | Campaign | List | Script | Email Templates

Dataset: Alumni

Outcome Description: Refusal

Outcome Type: Positive Negative Other

Document:

Contacted: Yes No

Decision: Yes No

Processed: Yes No

Validation Amount: Zero Greater Than Zero Either

Note Validation: Yes No

*Note: In the above example Ans Machine was set to **Greater than Zero** or **Either**.*

Resolution: Go to the problematic outcome and set the **Validation Amount** field to **Zero**.

The Pledge Outcome Drop Down box is blank

Select Outcome Code

Update Outcome for Spouse

Total Dollars Pledges/Gifts: \$ 100.00

Call Back Date & Time:

Cause: If a caller is seeing an empty drop down box for the **Select Outcome Code** screen after saving a pledge, the pledge outcome has the **Validation Amount** set to something other than **Greater Than Zero**.

Resolution: Under **Setup > Dataset > Outcome** bring up the **Pledge** outcome and ensure it is set to **Greater Than Zero**.

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Missing Refusal Reasons

A Caller tries to add Reasons to the Refusal Outcome but they are missing.

Resolution: There are four main items to check when callers do not see refusal reasons. Number one is generally the most common reason; Refusal Reasons do not appear.

1. All desired refusals reasons must be checked under **Setup > Dataset > Reasons**

Allow Use	Reason	Reason Sub Group	Reason Group
<input checked="" type="checkbox"/>	Already been called	Miscellaneous	Refusal
<input checked="" type="checkbox"/>	Already gave to this program	Already Gave	Refusal
<input checked="" type="checkbox"/>	Alumni Association	Already Gave	Refusal
<input checked="" type="checkbox"/>	Back in School/Still in School	No Money	Refusal
<input checked="" type="checkbox"/>	Death in the family	Miscellaneous	Refusal
<input checked="" type="checkbox"/>	Deceased	Miscellaneous	Refusal
<input checked="" type="checkbox"/>	Dinner/Guests/Too busy	Miscellaneous	Refusal
<input checked="" type="checkbox"/>	Divorce	No Money	Refusal
<input checked="" type="checkbox"/>	Does not support U	Miscellaneous	Refusal
<input checked="" type="checkbox"/>	French		Languages

2. Check to see if refusal codes have been entered in **Setup > Call Center > Reasons**.

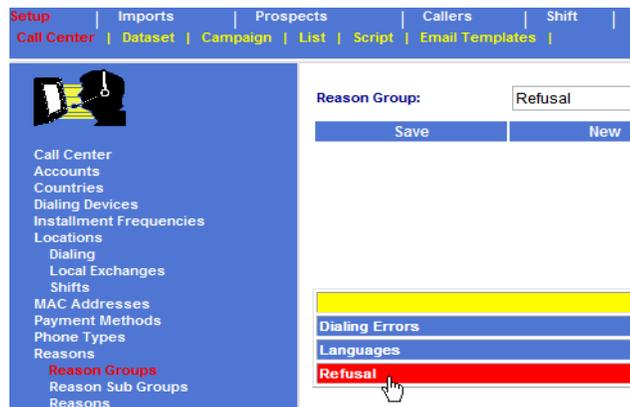
Reason Code	Description	Group	Sub Group
301	Already gave to this program	Already Gave	
302	Gave to other programs at the U	Already Gave	
303	Alumni Association	Already Gave	
305	Giving through the mail	Already Gave	
306	Giving on their own	Already Gave	
307	Supports in other ways	Already Gave	

3. Verify that the Refusal outcome does not have the Refusal Reason code selected in **Reason Group**.

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4. Check to see that the Refusal Reason Sub Group has been created in **Setup > Call Center > Reason Groups**.
5. Having a Reason Sub Group is optional so this is most likely not a problem.



Notes On Callbacks and Reschedules

Callback and Reschedule outcomes act in specific ways.

Callbacks were designed to be used when a decision is pending by the prospect. Callbacks usually return to the original caller. The pitch has been given to the prospect but the prospect did not have adequate time to make a decision and requested the caller call them back at a specified time. A specific Callback time and date is noted for the prospect. The Callback can be later during the same shift or sometime in the future. Caller notes are keyed about the call for the caller to review before the call back.

- Callbacks follow time zone rules. A prospect cannot be called outside of time zone shut off times
- Based on the settings, callbacks can “build up” and soon the callers are only calling prospects with an outcome of Callback instead of penetrating the list.
- **Callers > Manage Outcomes** can be used to change the outcome, assigned caller, priority or Team for any call, including call backs

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Search Criteria:

Dataset: Alumni
List: Any List
Selection: Any Selection
Outcome: CallBack
For Caller: Any

Search Results:

Change Records to the following:

Outcome to: Recall Priority to: Caller to: GLOBAL Team to: **None Selected** Keep Existing Team?

#	Change?	ProspectID	Selection	Host ID	Campaign	List	Outcome	Callback Date	Assigned Caller
1	<input checked="" type="checkbox"/>	250	Omit Minnesota	11097	Donors - Alumni	Recent Grad Donors	CallBack	12/11/2007 5:00:00 PM	
2	<input checked="" type="checkbox"/>	281	Omit Minnesota	11128	Donors - Alumni	Recent Grad Donors	CallBack	10/24/2007 4:00:00 PM	
3	<input checked="" type="checkbox"/>	298	Omit Minnesota	11147	Donors - Alumni	Recent Grad Donors	CallBack	10/24/2007 5:00:00 PM	

Change Change All

- Depending upon the settings, once a prospect is marked with the Callback outcome, if the subsequent outcome is Answering Machine, Busy, Busy Circuits, or No Answer, the call history for the prospect will show as Callback. The next call time will be determined by the value in **Setup > Standard Dialing Outcomes** for the most recent outcome.

Reschedules are designed to identify the next time this prospect should be called. Usually the pitch has not been given yet; it is just an anticipated time to call the prospect back. Perhaps the prospect told the caller they are going out and need to be called at a specific time. The rescheduled time could be during the same shift or on a different day. Reschedules are **not** assigned to the original caller.

A **Recall** outcome is used when the prospect has not been pitched. The prospect is called only once during a shift and will be re-called on another day.

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Incomplete Transactions

Under **Tools > Incomplete Transactions** records will show on this menu option when a caller is talking to a prospect or if the caller logged out incorrectly and left the prospect record open.

List	Campaign	Dataset	HostID	FullName	Phone	Touchcode	Outcome	Pledged	Caller	CallTime	zProspectID
Recent Grad Donors	Donors - Alumni	Alumni	10468	Andrea Clark	(970) 535-9500	C		0	skyline	3/5/2008 9:59:52 AM	740
Recent Grad Donors	Donors - Alumni	Alumni	10467	Harold A Clark	(970) 535-9500	C	Ans Machine	0	skyline	3/5/2008 9:59:52 AM	739
Recent Grad Donors	Donors - Alumni	Alumni		Rhonda Palmer	(970) 535-9500	C	Abroad	0	skyline	3/12/2008 2:52:49 PM	10257

This option is provided so the manager can quickly find which prospect needs to be completed.

Note: It is important that the manager not access a prospect records when the caller and prospect are in current conversation. If this occurs, the same prospect record may appear upon multiple callers' screens as they end their calls and try to take the next call.

Using the information from this option, a Manager can complete a prospect record. The outcome the Manager applies in **Prospect Maintenance** will determine what happens to the prospect the next time post shift is run.

Setup	Imports	Prospects	Callers	Shift	Reports	Miscellaneous	Tools
<p>Ms Andrea Clark MD</p> <p>Prospect Info Contacts History Giving Summary Employer Info Additional Addresses Degrees Children Custom</p> <p>Miscellaneous Pledge Info Outcome Code</p> <p>Notes Send Email Database</p> <p>Call History Done</p>		<p>Outcome:</p> <ul style="list-style-type: none"> Abroad Ans Machine Appointment Busy Circuits Busy Signal Call back in 90 days Call during the day Call Next Semester CallBack Considering Day Call Deceased Dialing Error Disconnected Do Not Call Fax Machine Language Barrier Maybe Modem No Answer Recall Refusal Reschedule Spouse Complete Temp Hold Calls/Mail Wrong Number <p><input checked="" type="checkbox"/> Include in today's calling / selections?</p>		<p>Save</p>			

If Post Shift is run before the prospect record can be completed using Prospect Maintenance, the prospect remains in the calling pool until it is selected to be called again.

Error when clicking the *DialVision* icon, I can't get to *DialVision*

Before calling MoonFire:

1. Go to another Internet site, like CNN.com or Yahoo.com from a caller machine. This will confirm that the Internet is working. If the machine is unable to go to another Internet site, contact the Internet Service provider not MoonFire.

Troubleshooting and Reference Guide

2. If the “This page cannot be displayed” message occurs when logging on, please scroll down to the middle of the page and provide MoonFire support with a copy of **Technical Information (for support personnel)**.

```
Technical Information (for support personnel)

• Error Type:
  ADODB.Command (0x800A0D5D)
  Application uses a value of the wrong type for the current
  operation.
  /DialVisionDemo/Manager/Setup/DataSet/ProductInfoData.asp,
  line 38
```

3. If there is no message in bold, scroll to the end of the page and look for the message “**Cannot find server or DNS error**”.

For this error

- Check to make sure the URL is typed correctly; re-key if incorrect.
- Check that the cables to all the machines are tight.