

12 Common Errors

A note from Shari Temple, IT Team Chair and processor of the Callhub logs:

Thank you for helping Democrats Abroad with our outreach to members to ensure they have requested their ballot for the 2020 elections.

I am one of the people processing the CallHub log information that you submit after making a call. There are several common mistakes that I am seeing on how some of the agents are filling out the log/survey questions after completing a call. I thought it might be helpful to point these out and explain what the impact is. Most are related to the disposition assigned to the call.

Please always answer the Survey Questions and Disposition carefully. As indicated in the Note to Caller: on each campaign calling script, if you have questions on setting the correct Disposition for a call, please visit the [Setup & Survey Questions document in the DA Wiki](#) for guidance.

1. **Disposition “ANSWER”** – Please only use this if you talked with the member or someone in their household that confirms they still live there and agrees to pass on the message. The “Answer” triggers the software to remove the person from the campaign as well as adding Your Name to their membership record and the date that you confirmed they are still a DA member living abroad.
 - Do not use this if they hang up before confirming they are the member.
 - Do not use this if someone else answers and says it is a wrong number, or asks to have you call back. You cannot call back if it has been set to “Answer”.
2. **Disposition “BAD_NUMBER”** – Please only use this if you know it is a wrong number or no longer a working number. The “Bad Number” triggers the software to remove the person from the campaign and deletes the phone number from their membership record. Do not use this if you get the “Call FAILED:Disconnected” notice, since this usually is a temporary technical problem and the number may be a working phone number. “Call FAILED: Disconnected” calls should be marked as NO_ANSWER.
3. **Disposition “USER_BUSY”** – please use this when the member you are calling is busy and cannot talk now. This will put them back into the queue to try again at a later date. If you put “Answer”, they cannot be called back. Where possible, schedule a time to call back and set the disposition to “CALLBACK” which lets you set a specific date/time to call again. Note that if you are making calls at that time, it will assign the call to you, otherwise it will be assigned to another active caller.
4. **Save your updates.** Several people write that they updated a field but no field was updated. This appears to be due to the caller failing to do the “Save” after inputting the change.
5. **Add Clear and Concise Comments** – The biggest “problem” comment is when someone writes “back in US”. Right now so many members are back in the US temporarily so it

is hard to know if the caller meant “Moved back to US” or “Visiting back in US”. We read every comment and use them to update the members data. The clearer they are, the better. Also, please note that we only see what you wrote in the log so referencing another person’s comment is not helpful unless you include it.

6. **Make Comments in English** – please make your comments in English. Typing it in the local language of your country requires us to use Google Translate to try to figure out if something needs to change or not.
7. **Make a Comment** – also please add a comment, especially if the person answered. It can be as simple as ‘Ok’ but no comment is hard to interpret.
8. **NEEDS OK TO EMAIL** – if you see this on the member’s data, please, please ask the member if it is Ok to Email them and note their response in the comments. These are members that have opted-out of DA emails and we cannot send them an email unless they agree to let us. Many members that have this and answered do not have a comment on whether ok to email them or not.
9. **EMAIL NEEDS UPDATE** – like “needs ok to email” above, this comment on the member’s data is an indication that the email we have on file has been marked as bad by our emailing system. This usually means it is an old email although it could be good (but mailbox was full too many times and got marked bad). Please put in the comments or on the email updates their working email or confirm if the one we have on file is still valid.
10. **Moved to Another Country or US** – please capture their new country information so that we can move them to their new country. If they have moved back to the US, they can remain on our global email list as a “DA Alumni” or be removed as a member.
11. **Deceased** – this is the one case where it is OK to mark as “Answer” without talking to the member. By selecting “Answer” as the disposition, you can then answer the Survey Question and mark them as “Delete”. By selecting “Answer”, it ensures that their family will not be called again.
12. **Renounced Citizenship** – we do not keep any non-US citizens on our membership database. Anyone that renounces their citizenship needs to be marked as “Delete”. Some have asked to stay on our mailing list but that is not possible. Just let them know that they can follow us on Facebook, Twitter, and Instagram and can always visit our website.

I know it is difficult to figure out how to log every situation. I hope the above helps. By following the above, you will make life easier for those processing this data on a daily basis and help with our members data. If you have questions, feel free to contact us at callhub-helpdesk@democratsabroad.org.

Be assured that your calls are having a positive impact. We can correlate the number of people requesting ballots on VoteFromAbroad.org and the number of calls made. Even the voice messages and text messages have a positive impact.

Know that you are doing your part since Every Vote Counts!!

Thank You,

Shari Temple
DA Global IT Team Chair