



Volunteer Call Center Manual

Direct Leap Technologies, Inc.

Release: 1.1

Prepared by: Customer Support Team, Direct Leap Technologies

customer-support@directleap.com

February 4, 2008

Document number: 2008-2014

Volunteer Call Center Manual

Direct Leap Technologies, Inc.



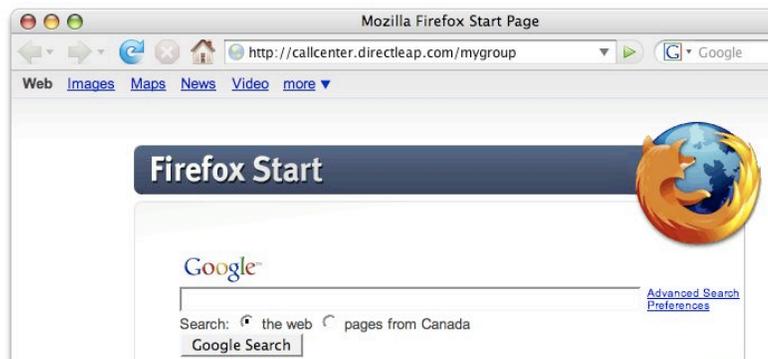
Direct Leap Technologies, Inc.
315 Bleecker Street, Suite 103
New York, NY 10014
T 212.202.2654
F 502.470.3208
info@directleap.com
http://www.directleap.com

Thanks for being part of the volunteer call center! These instructions will walk you through the mechanics of the calling system. They do not include instructions for how to conduct yourself on the phone, how to engage voters, or how to judge answers. If you can, attend a physical phone bank to learn those skills, or ask about regular training conference calls.

For more information, please contact your campaign manager.

Instructions: Getting Started

1. Set up in a quiet room with a computer and a phone.
2. Log on to: <http://callcenter.directleap.com/mygroup> (note: no "www")



3. First time users: Click "Register Here to Start Making Calls".
(If you're a returning user, simply log in.)

A screenshot of a "DirectLeap Login" form. The form has a dark blue header with the text "DirectLeap Login". Below the header are two input fields: "Username:" and "Password:". Below the input fields is a "Login" button. At the bottom of the form are two links: "Register Here to Start Making Calls" and "Forgot Your Password?".

4. Create a User Profile. Choose a password and username you'll remember, or write it down!

Signup Now to Make Campaign Calls From Anywhere

This easy-to-use system lets you make campaign calls from anywhere. All you need is an internet connection and a phone.

You can get started in as little as two minutes. If you would like to help, please register below.

First Name:

Last Name:

Email:

Username:

Password:

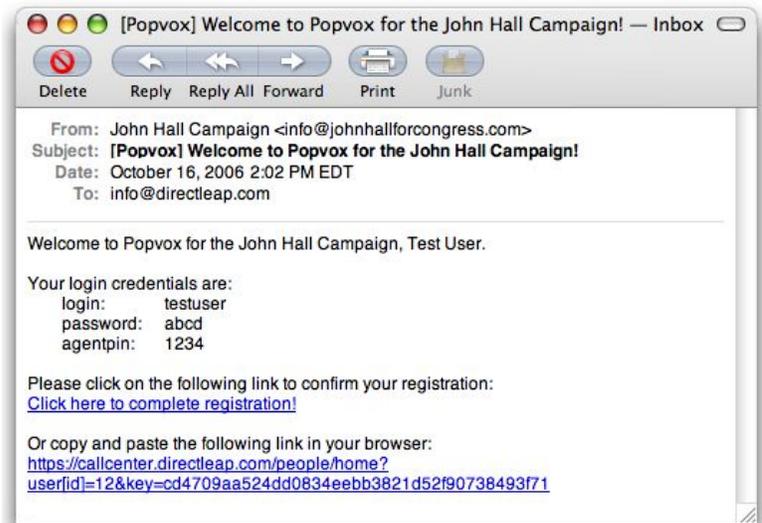
Confirm:

I understand and authorize that my voice will be recorded.

Signup Now!

5. Remember to check the "these calls may be recorded" box, and hit Submit.

6. Check your e-mail. In the registration message, click the link to complete registration and sign on.



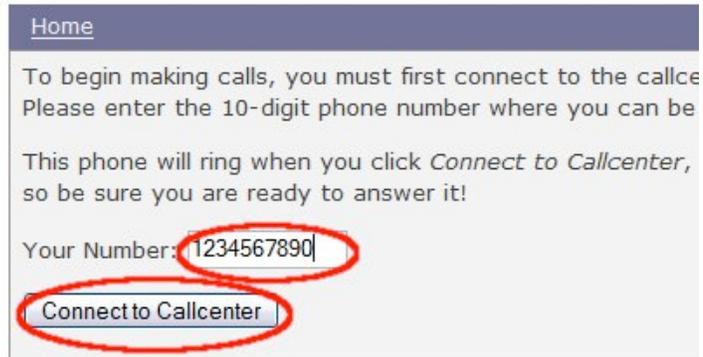
7. Click "Make Calls Now".



8. Choose which calling initiative you'd like to participate in from the pull-down menu. Click the "Make Calls" button.



9. Enter your 10 digit phone number, area code first, and hit "Connect to Call Center"

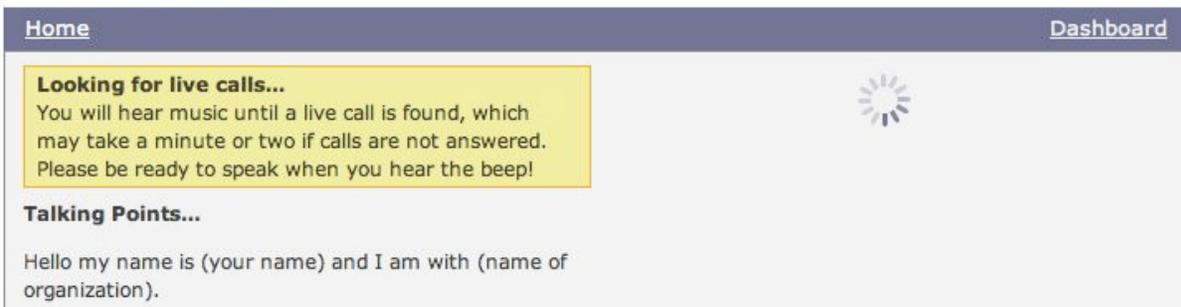


10. Your phone will ring. Pick it up, and use the telephone dial-pad to enter the numeric password on your screen. Hearing hold music means you are now connected to the call center and ready to begin taking calls.

11. Take a minute to read the script thoroughly, and to practice reading it.

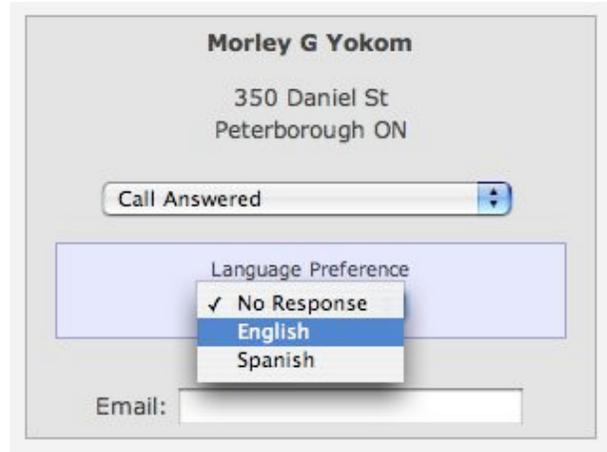


12. To start making calls, click the "Ready for Call" button. The calling system will begin to dial voters while you wait. Get ready to talk!



13. IF VOTER ANSWERS

- a) Read the script and ask the questions.
- b) When done the call, click "End Call".
If you hang up by mistake, just login again.
- c) Complete the questionnaire for each resident.
The main five responses you will hear are:
 - **Support** — Marks this option if the voter is definitely supporting the candidate
 - **Leaning** — If the voter says something like "maybe or probably candidate"
 - **Undecided** — If the voter hasn't decided yet.
 - **Leaning Other** — If they are considering one of the other candidates
 - **Support Other** — If they are supporting one of the other candidates. If they are supporting a specific candidate, please record this information.
- d) Collect email for all volunteers and supporters.
- e) When multiple residents share the same phone, click each name to complete their questionnaire.

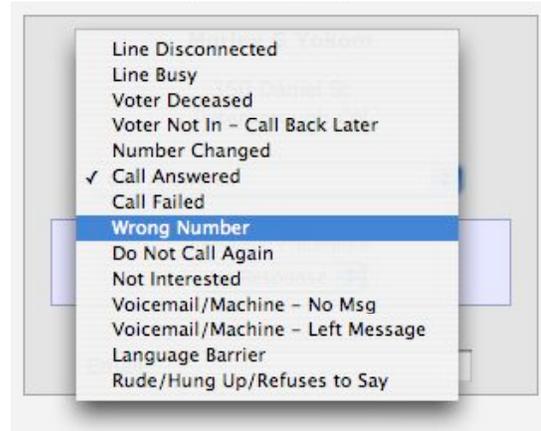


14. If it's an answering machine, click "Play Recording"

- a) Selecting "Play Recording" will leave a message.
Click this anytime during the voicemail greeting.
- b) Feel free to record your own personal introduction before playing the recording.



15. If the constituent agrees to volunteer, record their email!
Explain this is the easiest way for us to contact them, and we'll never spam them.



16. Go on to the next call. Repeat!



Note: If you accidentally hang up, just start again at Step #7 and log back onto the system.

Thanks for all your help.

We couldn't win campaigns without people like you!



A screenshot of a dashboard window with a title bar containing three colored buttons (red, yellow, green) and the text 'Dashboard'. The main content area displays a list of statistics:

Total Calls Today:	9,397
Your Calls:	24
Your Calls Today:	19
Your Contacts:	17
Your Contacts Today:	12