Virtual Phone Bank with ThruTalk Predictive Dialer

ThruTalk is a dialing system we use to quickly reach voters. ThruTalk calls voters for you and connects you to people who have already picked up. You'll reach more voters in a shorter period of time because you do not need to dial each number manually or wait for phones to ring.

You'll need to access ThruTalk from a laptop or desktop computer; iPads/tablets will NOT work. Use Google Chrome or Firefox as your web browser—**Safari will NOT work**. Additionally, we highly recommend connecting to the audio via a cellphone or landline, as connecting to audio through your computer often causes a few seconds of lag. If accessible to you, we recommend using headphones for the clearest sound.

Step One: Review Script

1. **View and practice the script.** You will usually receive the script and other info, like campaign talking points from the phone bank host. The scripts vary depending on the campaign, so read through it before starting to make sure you are getting the correct message to the voters.

Step Two: Log In

1. **Click the log in link provided.** Remember, you must open the tool via Google Chrome or Firefox on a laptop or desktop computer.

Remember: you CANNOT use Safari to access the dialer, you need to use Google Chrome or Firefox on a laptop or desktop computer - NOT a tablet or phone.

2. **Copy and Paste the Log In ID and Password and click Next.** You do not need to save your login info as a new ID and password is created each time you sign in.

Thanks for signing up to make calls! Here's your login id and password.

Login ID: ████████
Password: ████████
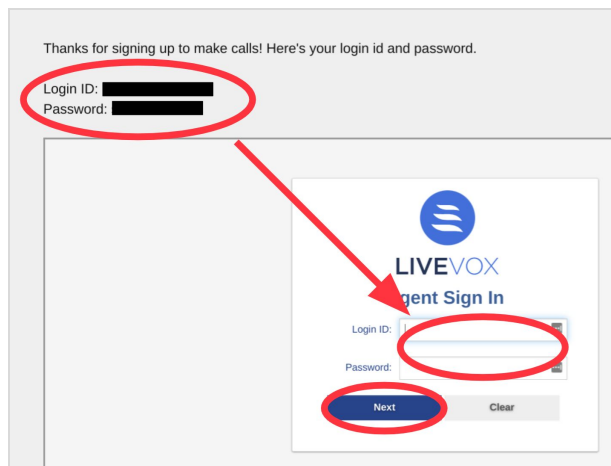
3. **Uncheck the "Call using Computer" box.** Dial in to audio using the call-in instructions that pop up. You will still begin and end calls using the computer, so do not hang up. The people you are calling will see a party-provided phone number rather than your personal phone number. Headphones are recommended for best sound quality and so that you can call hands-free.
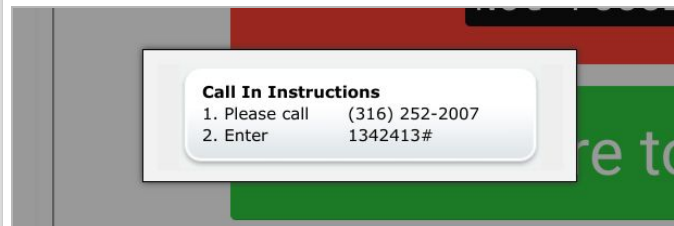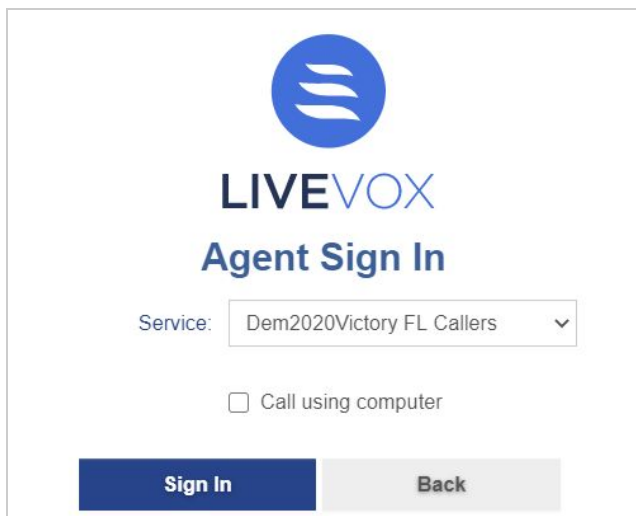

The people you call will see a campaign-provided phone number, NOT your personal number.

Step Three: Start Calling

1. **Click to begin calling!** Once you click the green button, you will start receiving calls.
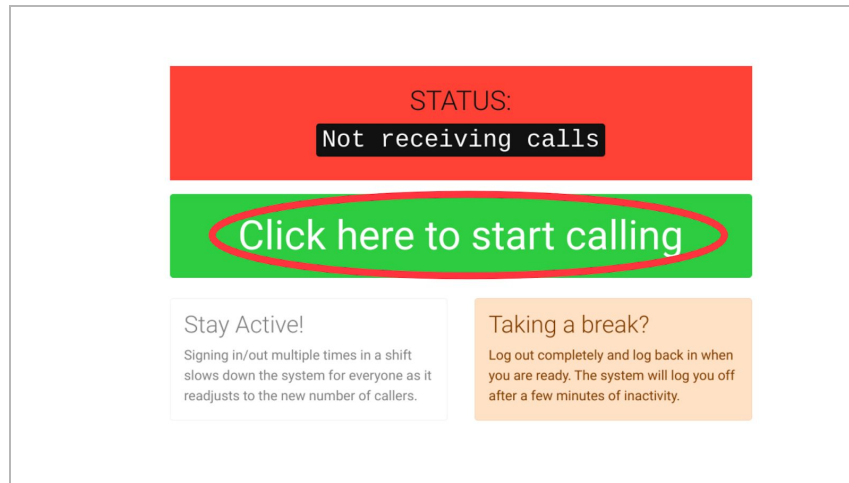
2. **To take a quick break.** You will see the waiting screen while you wait for a connection. To start a short break, find the Ready dropdown on the upper lefthand corner of the screen. Toggle the dropdown to say Not Ready and the dialer will not send calls to you until you toggle it back to Ready. We recommend taking minimal breaks because the dialer works faster for everyone if you take fewer breaks. If you take a break longer than five minutes, the dialer will automatically log you out.
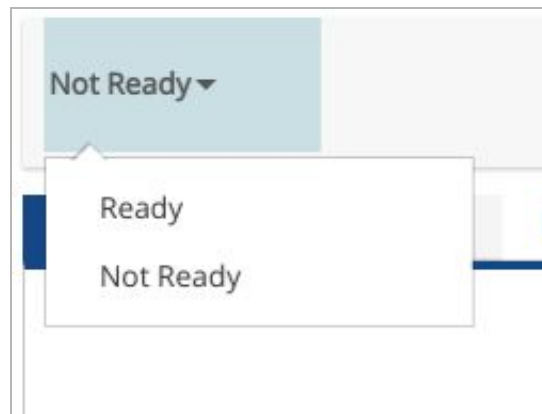
3. **Waiting for a call.** While you are waiting for a connection, the line will be silent with no hold music. When you hear a beep, it indicates that the voter is already on the line and has already likely said hello. Say hello and start speaking immediately so that the call sounds as natural as possible.
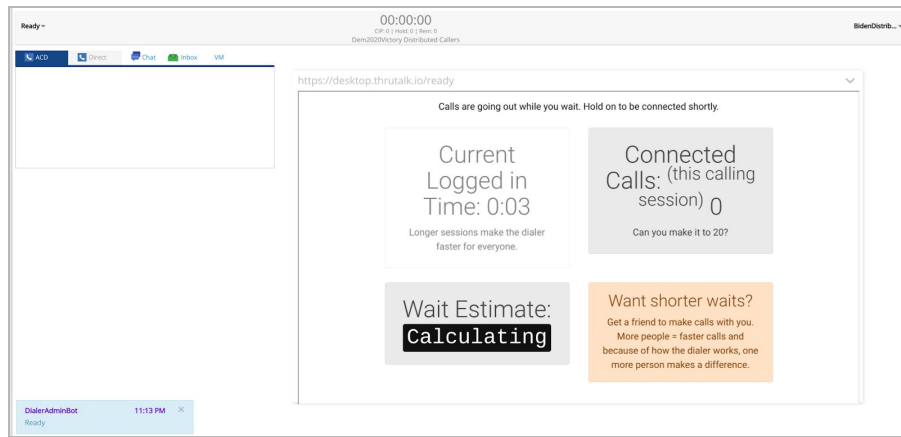
4. **Indicate if you are speaking to the correct voter.** When a call connects to a live voter, you can see the name of the voter on the left of the screen, and a script on the right side. Indicate in the script if you are talking to the correct voter. In some cases the dialing system connects to a voter who has answered and hung up, or to a voicemail recording that sounded lifelike. It's not a problem; simply select Not Home and move on to the next call.

Did you reach the right voter?
Use the below code to mark the appropriate disposition of your call.

Talking to Correct Person - The voter listed has answered the phone and you are speaking to them
Not Home - The line is silent OR another member of the household answers the phone OR the line has a voicemail recording
Wrong Number - A live voter answers and shares that you have the wrong number
Disconnected - A recording indicates that the phone number is out of service OR you hear a fax tone
Moved - The voter is no longer in the state you are calling them for OR no longer at the phone number you called
Refused - The correct voter answers and hangs up after you say you are with the campaign OR the voter declines to share who they plan to support
Deceased - The voter is deceased

5. **Click the corresponding script response buttons.** If you select "Talking to Correct Person," you will see the beginning of the script. As you speak to the voter, click through the script to indicate how your conversation with the voter goes. The script will change based on the button you click. Depending on the script and the voter's answers, you may click through multiple screens to indicate where the voter stands. You can scroll up and choose a different response if you make a mistake.

6. **Move to the next call using the panel on the left side of the screen.** Use the "Term Codes" dropdown, located under the "End Call" button, to save the results of your call before moving to the next. "Term Codes" determine whether the individual you talked to will get another call from the campaign. Your script responses will NOT be recorded until you choose a "Term Code." If you only see one term code, use the drop down menu to see more.

Term Codes
Next Call - Talked to the Correct Person: Campaign will not call this person back in their current calling campaign and the number will be taken off the list if we call the same list twice in a day.
**Next Call - No Contact:** Campaign will attempt to call this person again today if they do a second pass of the same calling list that day.
Remove Number - Do Not Call: The campaign takes this person's number off their calling list.

7. **Wait for your next call.** After you submit a Term Code, you'll be put back into the queue. Wait for a beep and speak to the next available person. Wait times vary so do not be concerned if some wait times are longer than others.

Step Four: Ending The Calls

1. **Log Out when finished calling.** In the upper right corner of the screen, use the toggle menu with your username to toggle to Sign Out. You will be redirected to a login screen. If you wish to log back in and start a session later, close the window and open it again to generate a new username and password.
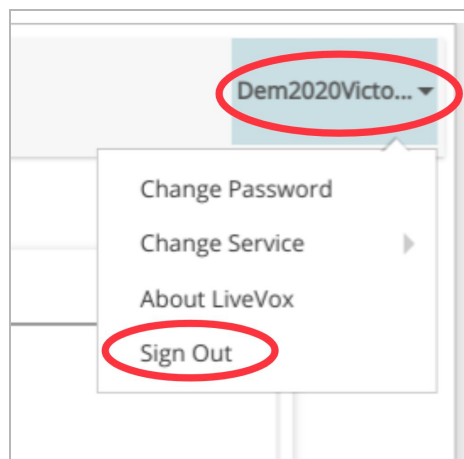
For More information and phone banking tips, visit: swingleft.org/phonebank