



Dialer Success Guide

Thank you so much for taking time to call your fellow voters! Voter outreach is super important, and calling voters is one of the most effective things we can do to educate and identify voters. Way to go!

[\[WATCH the UU the Vote Dialer Demo Here\]](#)

Getting Started on the ThruTalk Dialer:

What is ThruTalk?

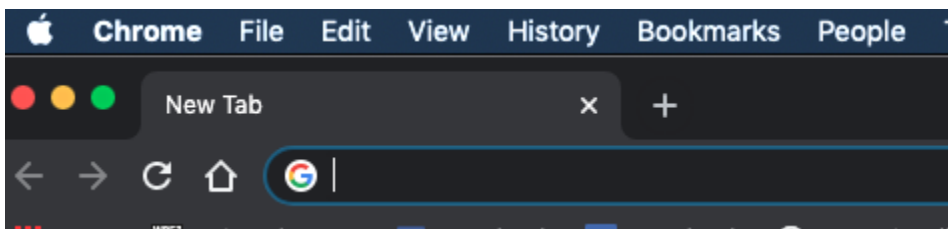
ThruTalk is a dialer system that does the work of calling numbers and filtering out the disconnected numbers and dead ends (i.e. of people who don't answer) for you. This means that you'll only be talking to people who pick up their phones.

What you'll need:

- Phone
- Computer
- Internet Access
- (Optional) Head phones to allow for hands-free calling

Step 1: Confirm You Have the Right Browser

Make sure that you're using [Google Chrome](#) or [Mozilla Firefox](#) on a computer. The dialer does not work well on other browsers. Nor does it work well on tablets.

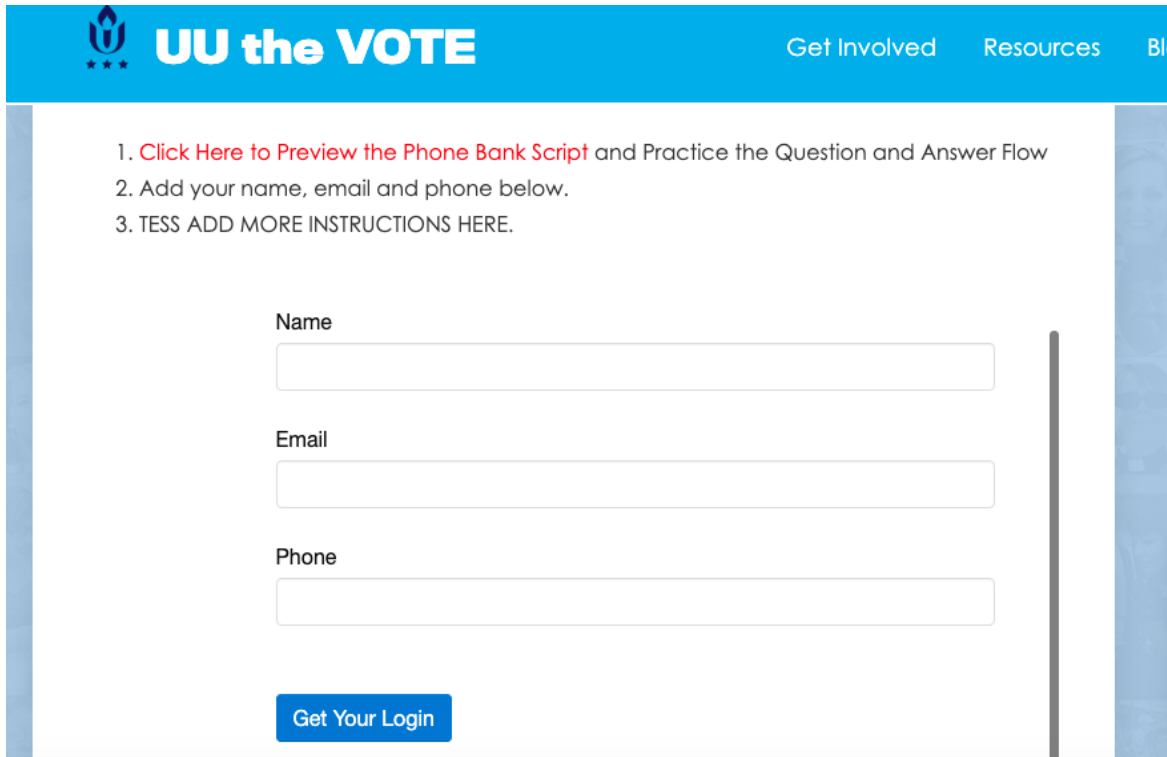


Step 2: Get Your Log-In

Once you've opened your browser, go to **LINK** and enter your:

- Name
- Email
- Phone Number

After entering that information, click "Get Your Login."



UU the VOTE Get Involved Resources Blo

1. [Click Here to Preview the Phone Bank Script](#) and Practice the Question and Answer Flow
2. Add your name, email and phone below.
3. TESS ADD MORE INSTRUCTIONS HERE.

Name

Email

Phone


[Get Your Login](#)

Step 3: Enter the Dialer

Once you click “Get Your Login,” you’ll be directed to a page that says, “LiveVox: Agent Sign In.”

1. Copy the login ID from the upper left corner and paste it into login ID in the white box
2. Repeat this step, copying the password from the upper left into password in the white box

Login ID: uuthevote9
Password: possibly888569



LIVEVOX
Agent Sign In


Login ID:

Password:

Next **Clear**

Step 4: Uncheck “Call using Computer”

Please be sure to unselect “call using computer.” This will ensure that you are given a phone number to call so that you are able to use your phone to connect to the dialer.


LIVEVOX
Agent Sign In

Service:

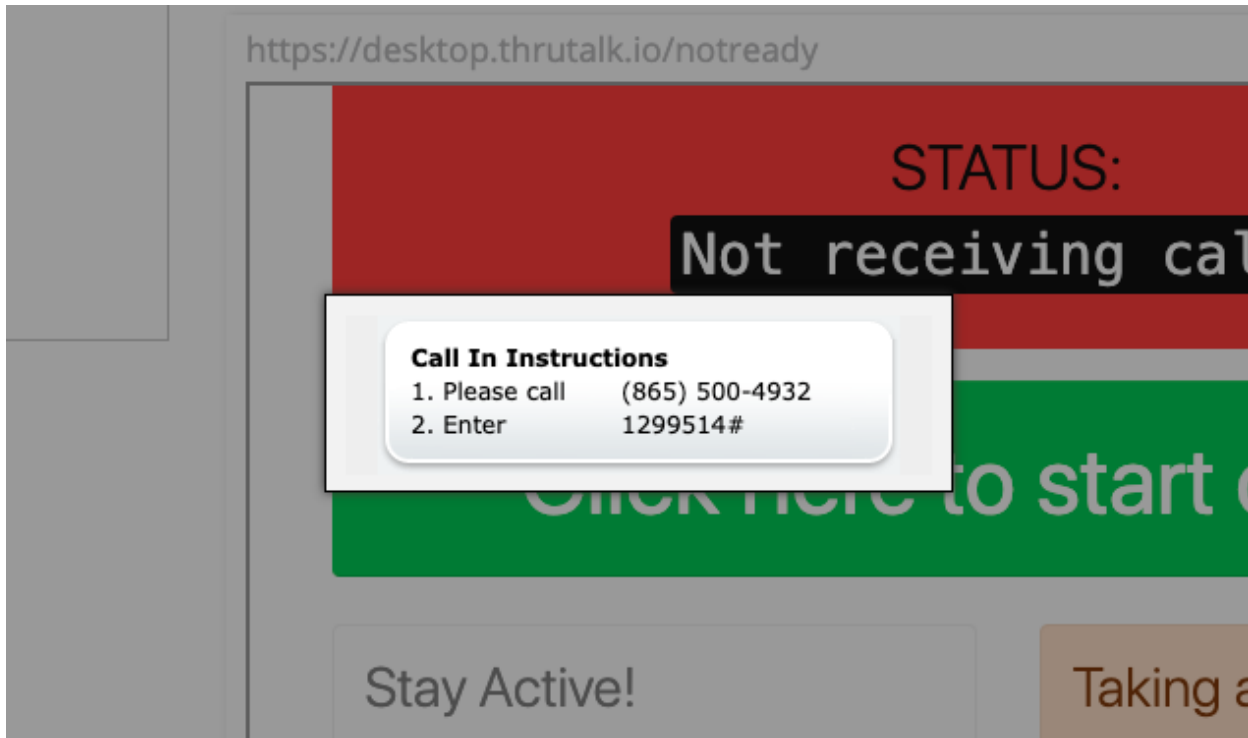
Call using computer

[Sign In](#) [Back](#)

Try Agent Desktop Native, get desktop notifications, launch right now from your desktop

Step 5: Connect Your Phone by Following the Call-In Instructions

Now, you'll be directed to a page with a phone number and a pin. Dial this number on your phone. Then, when prompted, enter the pin and press pound. This will connect you to the dialer.



Step 6: Say “Hello” to Your First Caller When You Hear the Ding

You are now ready to start making calls and are connected to the dialer! This is your dashboard! It will automatically connect you to voters. You’ll hear a “ding” when somebody has answered the call. You will not hear ringing or someone say hello. So, when you hear the “ding” say hello!

The screenshot displays a dialer dashboard with the following elements:

- Header:** Status "Ready", timer "00:01:23", and statistics "CIP: 0 | Hold: 0 | Rem: 0" and "UU the Vote Callers".
- Navigation:** A bar with icons for ACD, Direct, Chat, Inbox, and VM.
- Main Content Area:**
 - URL: <https://desktop.thrutalk.io/ready>
 - Message: "Calls are going out while you wait. Hold on to be connected shortly."
 - Current Logged in Time: 1:25** (Longer sessions make the dialer faster for everyone.)
 - Connected Calls: (this calling session) 0** (Can you make it to 20?)
 - Wait Estimate: Calculating**
 - Want shorter waits?** (Get a friend to make calls with you. More people = faster calls and because of how the dialer works, one)
- Chat Window:** A message from "DialerAdminBot" at "10:44 AM" with status "Ready".

Step 7: Talk to the Person Using the Script as a Guide

You'll know someone has answered the phone once you hear a "ding." The ding indicates that you can immediately start talking through the script.

You will see the person's name on the screen where it says "Hello, May I please speak with _____."

Click the correct button that describes the response you get. As you click each part of the script, it'll bring you to a new section.

If you talk to the person we're seeking, click the green "talking to Correct Person" button and continue with the script.

You may not complete the script with every caller. Mark down the information you get and then either when the call ends or when you get through all the questions, move on to the next step.

REMEMBER: You can go through the script and practice by visiting <https://www.uuthevote.org/phone-bank-script-preview/>

The screenshot displays a phone bank interface. At the top, a timer shows 00:00:11, with CIP: 0 | Hold: 0 | Rem: 40768 and UU the Vote Callers. The interface is divided into two main sections. On the left, a call log shows the following details: ID: uutv-off-5036788, Name: Jennifer Elsbree, Phone: 6783000250, Voter Address: 7045 Steel Wood Dr NW #4162, Voter Gender: F, city: Kennesaw, state: GA, and zip4: . Below the call log, a 'Recent' section lists three items: 'NEXT CALL - Talked to Correct Person', 'NEXT CALL - No Contact', and 'NEXT CALL - Remove Number - Do Not Call'. On the right, a script for contacting Jennifer is displayed. The script starts with 'Hello, May I please speak with Jennifer?' followed by a text input field containing 'If the right person or when asked,'. Below this, the script reads: 'My name is _____ I am a volunteer with the SOY GEORGIA/I am Georgia Campaign to keep Cobb County safe and keep our families together. We're making calls to make sure folks have a chance to vote in the upcoming primary election.' At the bottom of the script, there are two buttons: a green button labeled 'Talking to Correct Person' and a red button labeled 'Wrong Number'. A pink arrow points to the green button.

Step 8: Prompt the Next Call

The last step of your call and to start your next call is to choose from the panel on the left of your screen.

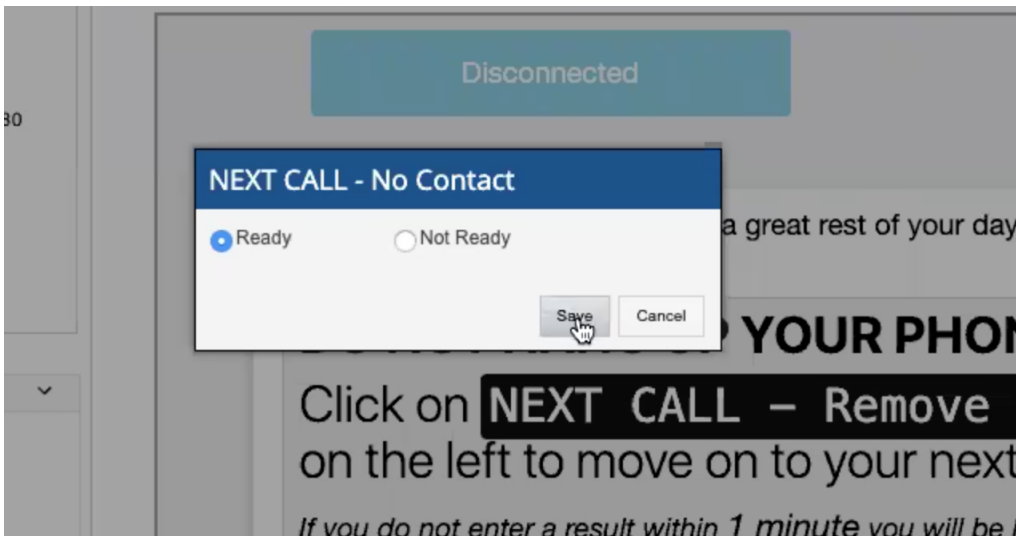
- **Next Call: Talked to Correct Person**
 - You choose this option if the correct person answered, and you spoke to them.
- **Next Call: No Contact**
 - You choose this option if you had the wrong number, the call disconnected before you spoke to anyone, or someone else answers the phone and tells you that the voter is not home.
- **Next Call: Remove Number-Do Not Call**
 - You only choose this option if the person tells you specifically to remove his/her number, if he/she is hostile or you reach an automated bot.

After clicking this information, the dialer will initiate your next call and you will repeat the steps above.

The screenshot displays a call center interface. On the left, a voter profile is shown with the following details: ID: uutv-off-5036788, Name: Jennifer Clabree, Phone: 0705000250, Voter Address: 7045 Steelwood Dr NW, Voter Gender: F, city: Kennesaw, state: GA, zip4: . Below the profile is a 'Recent' dropdown menu containing three options: 'NEXT CALL - Talked to Correct Person', 'NEXT CALL - No Contact', and 'NEXT CALL - Remove Number - Do Not Call'. The 'Remove Number - Do Not Call' option is circled in pink. On the right, a 'Disconnected' screen is shown with the URL 'https://desktop.thrutalk.io/call'. A message reads: 'Got it! Thanks for your time! Have a great rest of your day'. Below this, a large box contains the instruction: 'DO NOT HANG UP YOUR PHONE. Click on NEXT CALL – Remove Number on the left to move on to your next call. If you do not enter a result within 1 minute you will be logged out without saving your call results.'

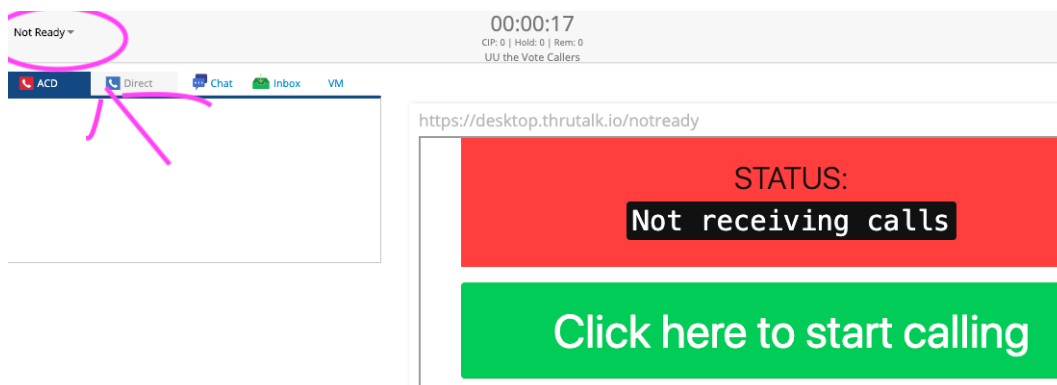
Step 9: Choose Ready or Not Ready

After you click “next call” the system will ask you if you are ready for your next call or not. If you are ready, see that it is the filled circle and click “save.” if you are not, click the “not ready” option and click “save.”



If you ever need to take a break, you just need to switch to “not ready” by selecting that option on the drop down menu in the top right hand corner.

When you’re ready, click the green “Click here to Start Calling” button to start again. If a significant amount of time has gone by, you may need to sign-out and sign back in again.



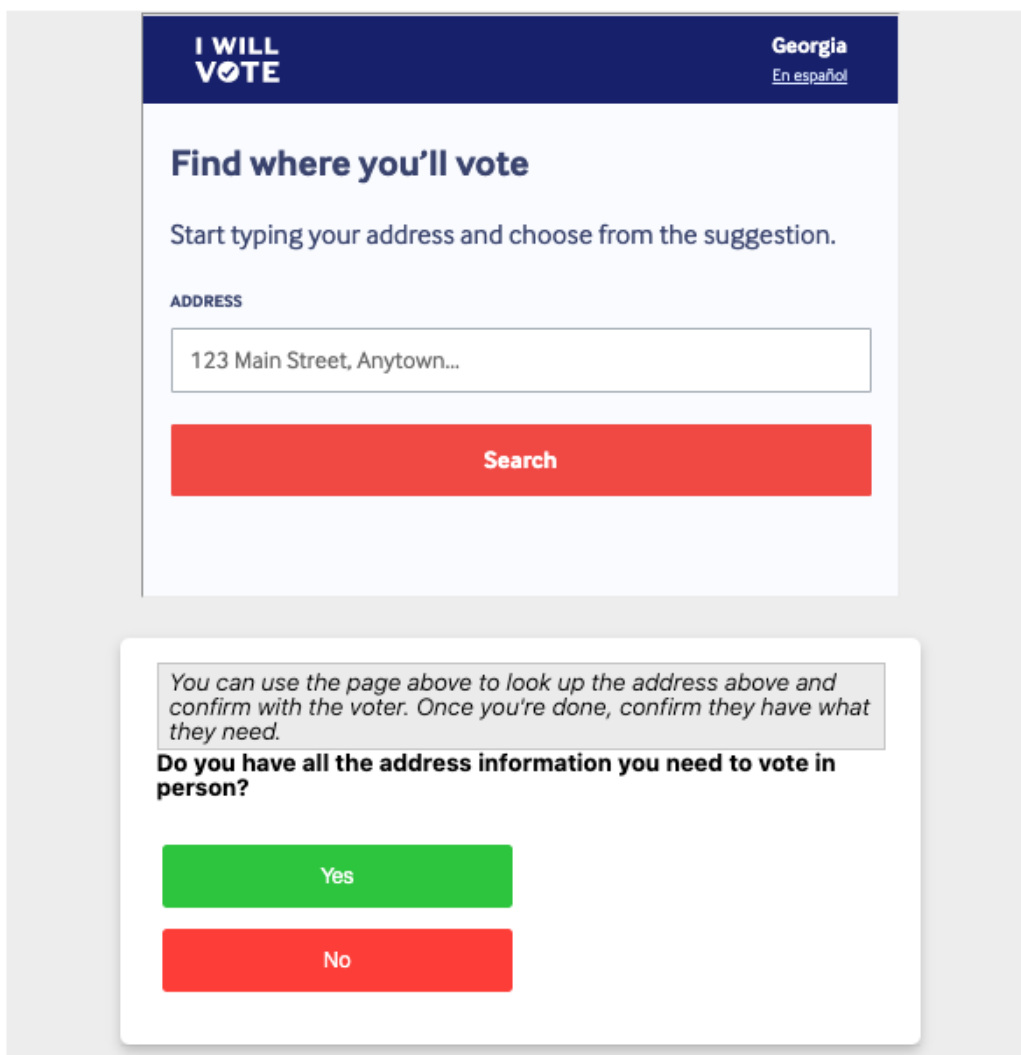
Step 10: Smile While You Dial

Remember to smile! It comes through even on the phone! Happy dialing!

EXTRA: Looking Up the Polling Place

If, in your conversation with the voter, they say they do not know where to go to vote or would like to confirm their location, we have the ability to help.

On question 3: if you select “no” a new box will appear with the polling place look up. Ask them to confirm their address, enter it into the box, and share with them the results.



The screenshot displays a web interface for finding a polling place. At the top, there is a dark blue header with the text "I WILL VOTE" on the left and "Georgia" with a link "En español" on the right. Below the header, the main heading is "Find where you'll vote". Underneath, it says "Start typing your address and choose from the suggestion." There is a text input field labeled "ADDRESS" containing the text "123 Main Street, Anytown...". Below the input field is a red button labeled "Search".

Below the search form, there is a grey box containing the text: "You can use the page above to look up the address above and confirm with the voter. Once you're done, confirm they have what they need." Below this box is a question: "Do you have all the address information you need to vote in person?". There are two buttons: a green button labeled "Yes" and a red button labeled "No".