





**GOTV Quick Start Guide for
Political Phone Banking Volunteers**

You will receive an email invitation to join a calling campaign

You've been invited to join aavetian@callfire.com's Cloud Call Center Inbox x



 **The CallFire Team** via mail133-8.atl131.mandrillapp.com
to me 

11:10 AM (0 minutes ago) ☆



You've been invited to join a Cloud Call Center campaign on CallFire!



Your Message, Delivered

877.897.FIRE

You've been invited to join Cloud Call Center

Dear aavetian+agent@callfire.com,

aavetian@callfire.com has invited you to use CallFire's Cloud Call Center. To start making calls, please [set up your account](#).

[Get Started!](#)

If you feel you've received this in error, please ignore this email.

Thanks!

The CallFire Team

[Home](#) [Products](#) [Pricing](#) [API](#) [Help](#)

support@callfire.com sales@callfire.com 877.897.FIRE

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Click "Get Started!" to create an account



Fill out the form to register as an agent. You only need to register once.



Create your account

FIRST NAME

LAST NAME

PHONE NUMBER

EXTENSION

PASSWORD

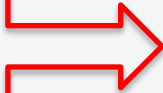
CONFIRM PASSWORD

Passwords must contain more than 4 characters.
Choose a password containing numbers to increase security.

Register

[I already have an account](#)

Once you register
you will become an
"Agent" of a
campaign



After logging in, you will see the campaigns assigned to you



Welcome! John Doe

Select the campaign you wish to join.

Switch Accounts

Political Call

36%

Join Campaign

7

CALLS REMAINING

0

AGENTS

Scheduled Callbacks

Start now

2

CALLS REMAINING

Training

Start campaign

100%

Take our tour to learn more about the agent interface.

Click Join Campaign to log into this specific campaign and begin calling.



John
(818) 636-7184



Settings



Help



End Session

You will receive a call on your default Agent Call Back Number



Welcome! John Doe

Select the campaign you wish to join.

Switch Account

Political Call

36%

Join Campaign

7

CALLS REMAINING

0

AGENTS

Scheduled Callbacks

Start now

2

CALLS REMAINING

Training

Start campaign

100%

Take our tour to learn more about the agent interface.

This is the default number the system will call.

Connecting to Political Call

We are calling **18186367184**. Once you are connected you can begin dialing.

Remember, after each call is over, DO NOT HANG UP your phone.

Are you at a different number? [Change my phone number](#)

You can change your call back number at any time.



John

(818) 636-7184



Settings



Help



Exit Session

Once you receive the inbound call from CallFire you're ready to start dialing

You're connected!

Select "Begin Dialing" when you are ready. [Didn't receive a call?](#)

Begin Dialing



Script

Hi, may I speak to _____?

My name is _____. I'm calling as a volunteer for (name of candidate).

We're talking to our friends and neighbors about (candidate/campaign). Are you familiar with him/her?

If YES, they are familiar: (ask them) Can we count on your vote in (November) for (candidate X)?

If YES, thank them. Get their email and ask them to volunteer and say goodbye.

If NO, ask them what their concerns are. Try to address. If you can't persuade, thank them for their time.

If NO, they are not familiar: (ask them) Well, I'm volunteering for (candidate) because (list your reasons for supporting the candidate). I'm also supporting (candidate) because I believe he/she will listen to us when we have concerns. That's pretty important wouldn't you agree? What are some things you wish could be changed in our (city/state/nation)?

Click "Begin Dialing" to begin making outbound calls.

This is your script.

1 Voting for Candidate?

- Yes
- No
- Unsure

2 Email

Notes

You can add freemform notes about the call. These are available to your account administrator.



John
(818) 636-7184

Calls 0
Session 00:00:15



Settings




Help



End Session

Once CallFire reaches a phone number (Live Answer or Answering Machine) you'll be connected to the call

00:00:03 **Clark Kent** (818) 636-7184 [Add to DNC](#) [Schedule Call Back](#)  Hang Up

Green indicates a connected call. The name and number of the person you are speaking with appears here.

Script History

Hi, may I speak to _____?

My name is _____. I'm calling as a volunteer for (name of candidate).

We're talking to our friends and neighbors about (candidate/campaign). Are you familiar with him/her?

If YES, they are familiar: (ask them) Can we count on your vote in (November) for (candidate X)?

If YES, thank them. Get their email and ask them to volunteer and say goodbye.

If NO, ask them what their concerns are. Try to address. If you can't persuade, thank them for their time.

If NO, they are not familiar: (ask them) Well, I'm volunteering for (candidate) because (list your reasons for supporting the candidate). I'm also supporting (candidate) because I believe he/she will listen to us when we have concerns. That's pretty important wouldn't you agree? What are some things you wish could be changed in our (city/state/nation)?

1 Voting for Candidate?

- Yes
- No
- Unsure

2 Email

Notes

You can add freeform notes about the call. These are available to your account administrator.

Clark Kent
Clark
987 Luise Lane
987 Luise Lane
Detroit
MI
FIRSTNAME
Clark
LASTNAME
Kent
HOMEPHONE
(818) 636-7184

All of the contact's information will be displayed here once the call is connected.

Answer questions and take notes as you are speaking with someone. Do not forget to click SAVE!

00:00:17 **Clark Kent** (818) 636-7184 [Add to DNC](#) [Schedule Call Back](#) Hang Up

If YES, they are... (ask them) Can we count on your vote in (November) for (candidate X)?

If YES, thank th... Get their email and ask them to volunteer and say goodbye.

... Try to address. If you can't persuade, thank them for their time.

... Well, I'm volunteering for (candidate) because (list your reasons for supporting the candidate). I'm also supporting (candidate) because I believe he/she will listen to us when we have

... n't you agree? What are some things you wish could be changed in our (city/state/nation)?

1 Voting for Candidate?

- Yes
- No
- Unsure

2 Email

Notes
You can add freemform notes about the call. These are available to your account administrator.

Save

PERSON

MI

FIRSTNAME
Clark

LASTNAME
Kent

HOMEPHONE
(818) 636-7184

Add someone to the Do Not Call list if requested.

Answer questions and take notes as you speak with the person.

When done speaking, click Hang Up to move on.

Click SAVE to save your data

Click Next Call to call the next number on the list

Clark Kent (818) 636-7184

[Add to DNC](#) [Schedule Call Back](#)



Take a break



Next Call

Script

History

Hi, may I speak to _____?

My name is _____. I'm calling as a volunteer for (name of candidate).

We're talking to our friends and neighbors about (candidate/campaign). Are you familiar with him/her?

If YES, they are familiar: (ask them) Can we count on your vote in (November) for (candidate X)?

If YES, thank them. Get their email and ask them to volunteer and say goodbye.

If NO, ask them what their concerns are. Try to address. If you can't persuade, thank them for their time.

If NO, they are not familiar: (ask them) Well, I'm volunteering for (candidate) because (list your reasons for supporting the candidate). I'm also supporting (candidate) because I believe he/she will listen to us when we have concerns. That's pretty important wouldn't you agree? What are some things you wish could be changed in our (city/state/nation)?

1 Voting for Candidate?

- Yes
- No
- Unsure

2 Email

Notes

You can add freeform notes about the call. These are available to your account administrator.

Clark Kent

Clark

987 Luise Lane

987 Luise Lane

Detroit

MI

FIRSTNAME

Clark

LASTNAME

Kent

HOMEPHONE

(818) 636-7184

Click Next Call
when ready to
continue
dialing.

You can continue taking notes and answering questions after you hang up. But once you move on to the next call, the info is saved and you cannot go back.



John

(818) 636-7184

Calls 1

Session 00:02:34



Settings



Help



End Session

Click Settings at the bottom to edit your Account Settings

Clark Kent (818) 636-7184
[Add to DNC](#) [Schedule Call Back](#)

Take a break Next Call

Script History

Hi, may I speak to _____?
My name is _____. I'm calling as a volunteer for (name of candidate).
We're talking to our friends and neighbors about (candidate/campaign). Are you familiar with him/her?
If YES, they are familiar: (ask them) Can we count on your vote in (November) for (candidate X)?
If YES, thank them. Get their email and ask them to volunteer and say goodbye.
If NO, ask them what their concerns are. Try to address. If you can't persuade, thank them for their time.
If NO, they are not familiar: (ask them) Well, I'm volunteering for (candidate) because (list your reasons for supporting the candidate). I'm also supporting (candidate) because I _____ as when we have _____ concerns. That's pretty important wouldn't you agree? What are some things you wish could be changed in our (city/state/nation)?

John (818) 636-7184
Calls 1
Session 00:02:52

Settings Help End Session

Clark Kent
Clark
987 Luise Lane
987 Luise Lane
Detroit
MI
FIRSTNAME
Clark
LASTNAME
Kent

Click "Settings" to edit account info.

Click "End Session" to end the dialer and log out of the campaign.

Account Information

First Name

Last Name

Phone Number

Number of Seconds
2

Set your hold music
Silence

Log In Settings

Old Password

New Password

Confirm Password

Update Login Cancel

Update Account Cancel

Collapse



For help, please email our support team at
support@callfire.com.