

Thank you for phone banking for SURJ!

This document is here to help you have the best technical experience possible. It covers:

- 1. What you need to begin**
- 2. How to log on to ThruTalk**
- 3. How to make and log calls in ThruTalk**

If you don't find what you're looking for in this document, try logging out of ThruTalk and joining a break-out room in Zoom to have technical questions answered.

What you need to begin

- Internet connected computer, laptop or desktop is fine (tablets do not work)
- Chrome or Firefox browser (system does not support Safari or explorer)
- Cell phone or landline

If you need to download & install Chrome, here are links to get you started for [Mac OS](#) or [PC](#).

If you need to download & install Firefox, here are links to get you started for [Mac OS](#) or [PC](#).

All set? You are ready to log on to ThruTalk!

ThruTalk is a technology that allows phone calls to be made to landlines and cell phones legally, while tracking real-time information, at a large scale.

If you are curious and want to see how the technology works on a broad scale at a later time, you can watch this YouTube video [here](#). But! You don't need to know that now, you're ready to make calls!

How to log on to ThruTalk

Step 1: Access ThruTalk

Using Firefox or Chrome, log on to:

RECRUITMENT & VOTER CONTACT: <http://www.thrutalk.io/surj>

VOTER CONTACT: <https://www.thrutalk.io/caller/login/surjam>

or whatever web address is provided during your event.

It's not anything you have to download, we are just accessing their website.

You should see this screen:



SHOWING UP FOR RACIAL JUSTICE

Name

Email

Phone

Get Your Login

Enter your name, email and phone number

Then, press "Get Your Login"

Enter your Name, Email and Phone in the appropriate boxes, and then press "Get Your Login". Use the phone number you will be using to dial in (landline or cell). Your phone number will not be visible to the people you are calling.

Step 2: Use the login ID and password provided

You should see this screen:

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

Login ID: **SURJ7**

Password: sing849348

Copy the Login ID (highlight and right click, select "copy" or ctrl+c)

Paste the Login ID (highlight and right click, select "paste" or ctrl+v)

Do the same for the password

Then click "Next"

LIVEVOX Agent Sign In

Login ID:

Password:

Next **Clear**

Enter the Login ID and password provided.

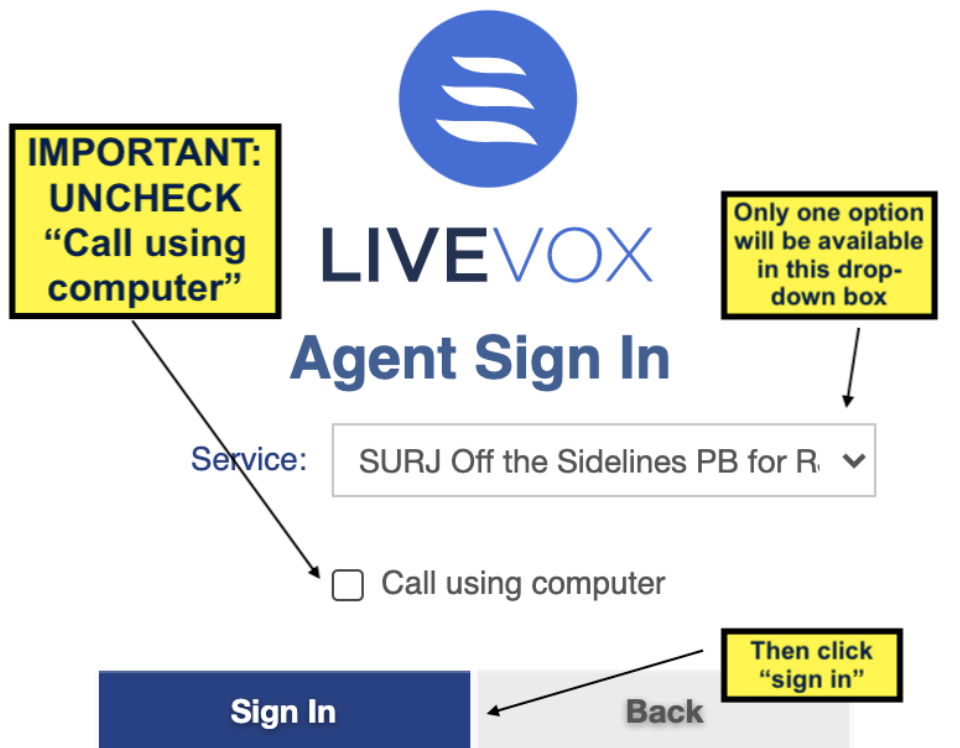
The easiest way is to copy and paste the ID & password so you don't accidentally transpose. But feel free to enter it by typing. To copy and paste, you can right click or control+c for copy and control+v for paste.

Then click "Next".

Depending on the volume of people signing on at one time, it may take a few tries to get on. Do not worry if you get an error message! Keep trying.

Step 3: Agent Sign In

Now you're at the Agent Sign In screen.



There will only be one available service to select in the drop down box, so don't worry about that.

The most important thing about this step is to uncheck "call using computer".

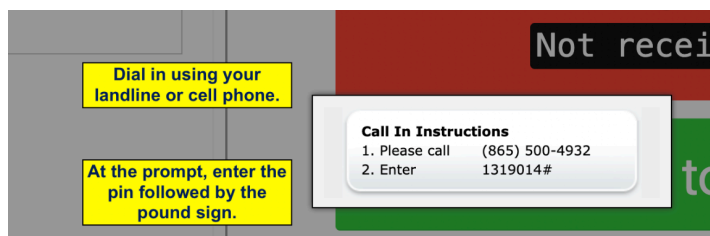
This is because you are using a landline or cell phone.

Then click "sign in".

If you would like to call using your computer, it can be done, but most people find using a phone to be much easier. If you do not have access to a phone, and need to use your computer, you will need to log out of the zoom meeting entirely and then log back in at the appointed time.

Step 4: Dial In

You're ready to dial into the ThruTalk system!



Dial in to the number provided using your landline or cell phone.

When prompted, enter the PIN

provided, followed by the pound sign.

You can put your phone aside! Everything else is done through the computer. Try to use speakerphone or an earpiece if you have one. If you're on a landline, speaker is great to keep your hands free.

Step 5: Get Ready To Make Calls!

At this point, you should see the full screen of your TalkThru page.

The screenshot shows the TalkThru interface with several annotations:

- Top Left:** A "Not Ready" toggle button. A yellow callout box says: "Toggle between this 'Ready/Not Ready' when you need to take a break and are ready to start making calls again".
- Top Center:** A timer showing "00:00:20" and system status: "CIP: 0 | Hold: 0 | Rem: 0" and "SURJ Off the Sidelines PB for RJ Callers".
- Top Navigation:** Buttons for "ACD", "Direct", "Chat", "Inbox", and "VM".
- Center:** A large green button that says "Click here to start calling". A yellow callout box points to it: "Push this button when you are ready to start calling." Below it, a red box displays "STATUS: Not receiving calls".
- Bottom Left:** A chat window for "DialerAdminBot" with the status "Ready" and a timestamp "0:31 PM". A yellow callout box points to the close button: "Feel free to hit the 'x' to close this box to see your tools while making calls.".
- Bottom Right:** Two informational boxes:
 - Stay Active!** "Signing in/out multiple times in a shift slows down the system for everyone as it readjusts to the new number of callers."
 - Taking a break?** "Log out completely and log back in when you are ready. The system will log you off after a few minutes of inactivity."

When you're ready, you can click the big green "click here to start calling" button to activate the dialer.

A few important notes before you start calling::

1. Feel free to hit the "x" to close the Dialer/AdminBot at the bottom left hand corner of the window. This may be in the way of your coding calls, and you don't need it.
2. Use the "ready/not ready" toggle at the top left hand corner of your screen when you need to take a breath, use the bathroom, get a drink rather than ending the call and having to repeat steps 1-4 again.
3. Don't hang up your phone! It's using your connection to make the calls. Set your phone to the side so you aren't tempted to hang up.
4. If you can, using speakerphone or an earpiece is easiest, that way you have hands free to select answers in the ThruTalk script.
5. If you're currently on a zoom call, make sure your computer is muted so it won't interrupt your call. And, go ahead and mute yourself on the zoom call so those left won't hear your calls.

You're ready to start making calls!

How to make and log calls in ThruTalk

Here's the good news: You won't have to do any dialing at all once you're logged in. ThruTalk dials for you!

More good news: you will unlikely reach an answering machine! It skips them automatically as it dials, so while you might find one every once in a while, on the whole you'll be speaking with real, live people!

THERE WILL BE NO RINGING OR HEARING THE PERSON SAY "HELLO?"

ThruTalk will connect you *after* the person has picked up. When you hear a "click" on the line and see your script come up, you are connected. Begin speaking at that moment.

The screenshot shows the ThruTalk interface. At the top, a timer displays '00:00:40' and status information: 'CIP: 24 | Hold: 0 | Rem: 11579' and 'Warren NH GOTV Callers'. On the left, there are tabs for 'ACD' and 'Direct'. Below these, a form contains fields for 'ID:', 'Name:', 'Phone:', 'Voter Address:', 'Polling Place Location:', 'Polling Place Info:', and 'Polling Place Address:'. A yellow callout box points to these fields with the text: 'All the information about the person with whom you're speaking is right here.' Below the form is a 'Term Codes' section with three options: 'NEXT CALL - Talked to Correct Person', 'NEXT CALL - No Contact', and 'NEXT CALL - Remove Number - Do Not Call'. A yellow callout box points to this section with the text: 'At the end of the call, it is very important to select the appropriate term code to initiate the next call.' On the right side of the screen, there is a vertical stack of buttons: 'Talking to Correct Person' (green), 'Other Language' (green), 'Not Home' (blue), 'Call Later' (blue), 'Refused/Remove Number' (grey), and 'Wrong Number' (grey). A yellow callout box points to these buttons with the text: 'The prompts are here to help move you through the scripted dialogue. Select the appropriate responses.'

The information about the person you're talking to is on the left hand side of the screen. The dialogue prompts and choices you need to make real-time are on the right hand side of the screen.

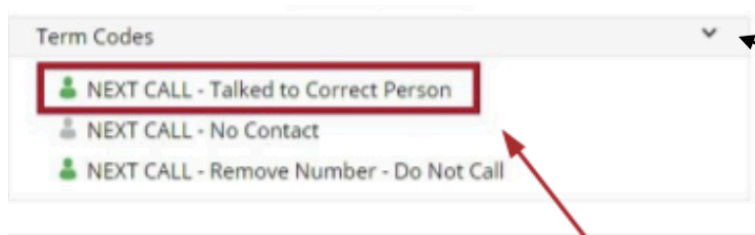
When you're ready to end the call, again: do not hang up! The person will hang up and this will let ThruTalk know that you're ready to code the call and move on to your next call.

Be sure to code it correctly in the bottom left hand corner of your TalkThru screen to proceed to the next call:

Next Call - Talked to Correct Person

Next Call - No Contact

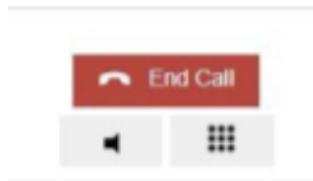
Next Call - Remove Number - Do Not Call



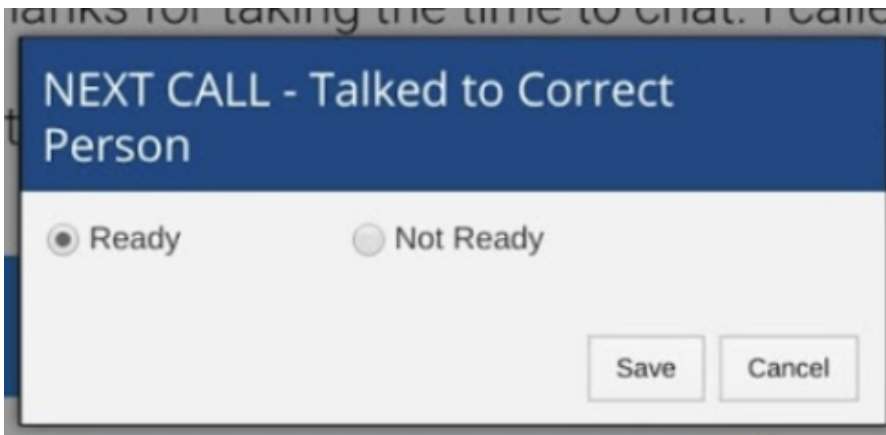
If you only see one option, click the drop down box here to view all options.

Click here after speaking to the voter

Press the “End Call” red button to enter your notes.



After you have correctly coded the call, then a pop-up box will appear in the center of your screen confirming your choice.



Select “Ready” and hit “Save” to start your next call.

Continue to make calls throughout the time designated.

A few things to remember:

Regarding coding calls, do your best to code, but it's okay to make mistakes - just use your best judgment for what is happening.

If you get booted out of the system for whatever reason, just go back and repeat the steps to log on.

If you accidentally hang up your phone, just go back and repeat the steps to log on.