ThruTalk Dialer Guide

ThruTalk Overview

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.

I MATERIALS

- Internet connected computer (Use a laptop or desktop computer and either Chrome or FireFox, our system does not support Safari)
- Cell phone or landline
- ThruTalk login information

I RESOURCES

- [Call Disposition Guide](#)
- [Dialer FAQ](#)
- [Link to make calls](#)

Step One: Review Script

1. **View and practice the script.** You can view the script at the MobilizeAmerica page for the event. The script may change each time to make calls, 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.

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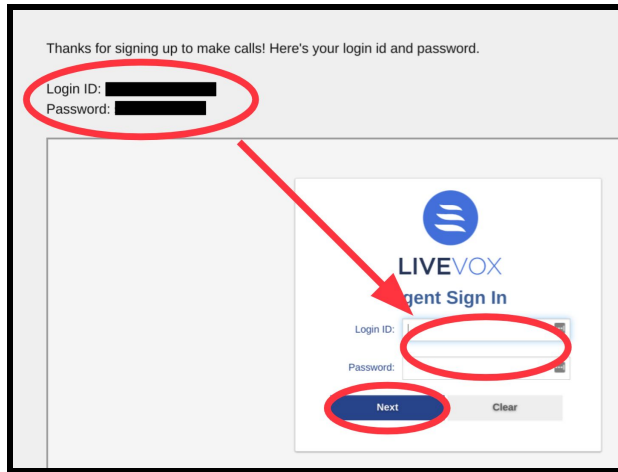
3. **Uncheck the "Call using Computer" box.** Dial in to audio using the call-in instructions that pop up. You will still begin and end calls using the computer, so do not hang up. The people you are calling will see a party-provided phone number rather than your personal phone number. Headphones are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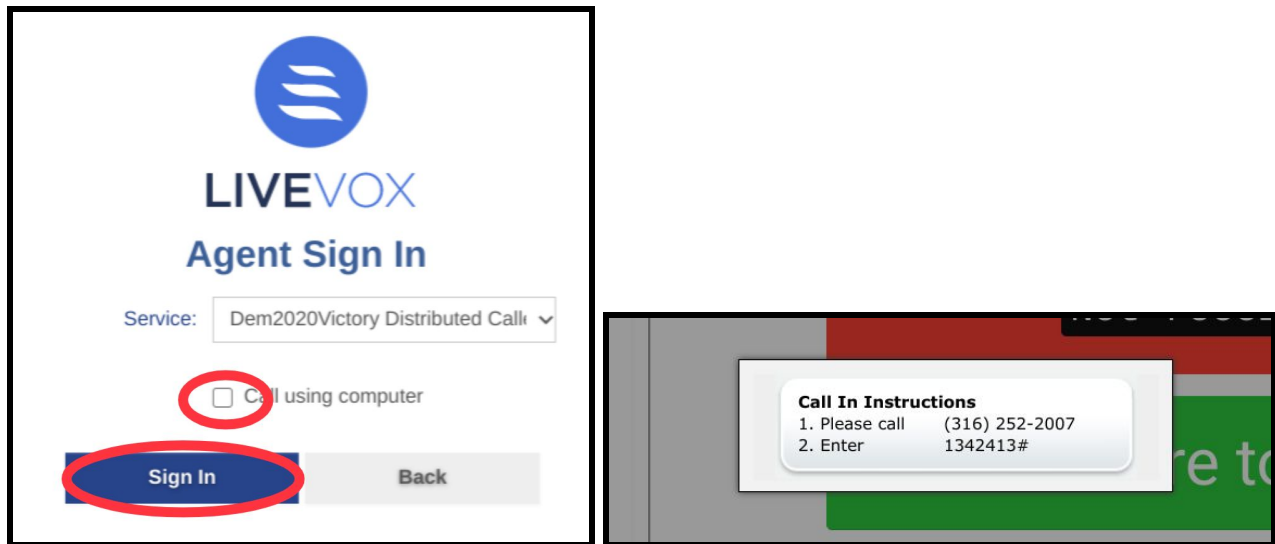
The people you call will see a campaign-provided phone number, NOT the number that you dial in from.

Step Three: Start Calling

1. **Click to begin calling!** Once you click the green button, you will start receiving calls.

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2. **Wait for your first call.** While you are waiting for your first 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.
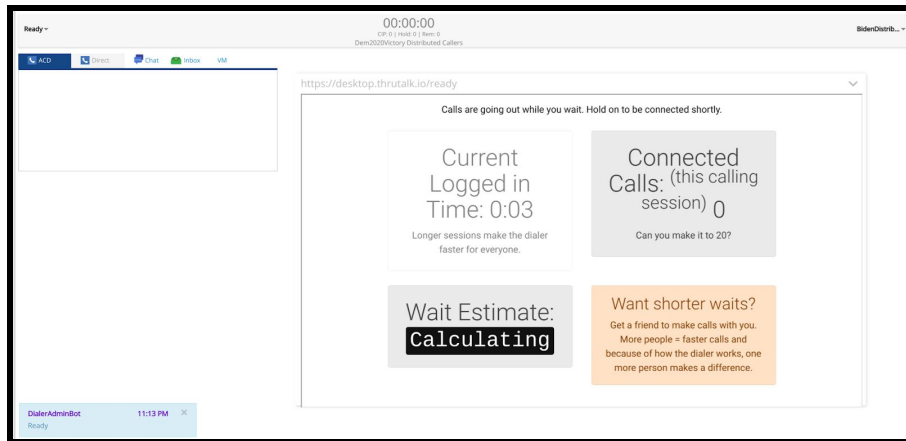
3. **Indicate if you are speaking to the correct voter.** When a call connects to a live voter, you can see the name of the voter on the left of the screen, and a script on the right side. Indicate in the script if you are talking to the correct voter. In some cases the dialing system connects to a voter 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.

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Hi my name is _____ and I'm calling with the Pennsylvania Democratic Party, working to elect Joe Biden and Democrats up and down the ticket, is available?

Talking to Correct Person	Other Language	Not Home
Call Later	Hung Up	Refused/Remove Number
Wrong Number	Moved	Roboblocker
Hostile	Deceased	Out of Service

Did you reach the right voter?
Use our Call Disposition Guide to determine how to proceed based on how the voter answers.

4. **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.

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5. **Asking about state rep and state senate candidates.** ThruTalk has a dynamic section of the script and will populate either with an ask about the voter's local state house candidate. If they do not have a state house candidate the ask refers the volunteer to click the 'Continue on to State Senate Ask'. etc." Thrutalk tells you if the voter doesn't have a candidate for Senate or House so that you know to skip that question.
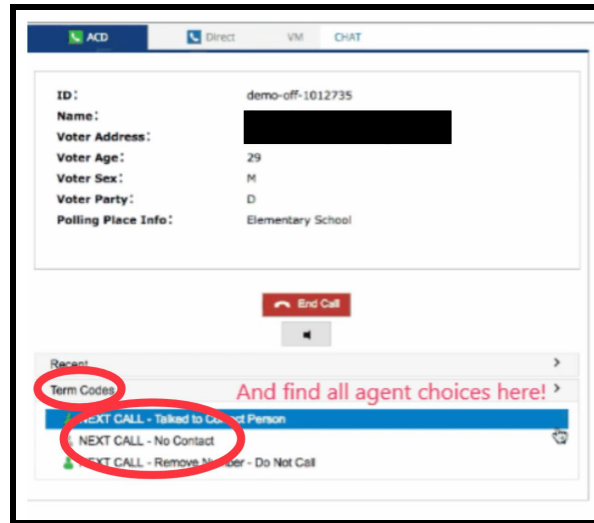

6. **Move to the next call using the panel on the left side of the screen.** Use the "Term Codes" dropdown, located under the "End Call" button, to save the results of your call before moving to the next. "Term Codes" determine whether the individual you talked to will get another call from the campaign. 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.

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<table>
<tr><td colspan="2">ID:</td><td>demo-off-1012735</td></tr>
<tr><td colspan="2">Name:</td><td></td></tr>
<tr><td colspan="2">Voter Address:</td><td>████████</td></tr>
<tr><td colspan="2">Voter Age:</td><td>29</td></tr>
<tr><td colspan="2">Voter Sex:</td><td>M</td></tr>
<tr><td colspan="2">Voter Party:</td><td>D</td></tr>
<tr><td colspan="2">Polling Place Info:</td><td>Elementary School</td></tr>
</table>

Term Codes
Next Call - Talked to the Correct Person: We will not call this person back in our current calling campaign and their number will be taken off the list if we call the same list twice in a day.
Next Call - No Contact: We will attempt to call this person again today if we do a second pass of the same calling list that day.
**Remove Number - Do Not Call:** We take this person's number off our calling list and they do not receive another call.
Use our Call Disposition Guide to determine which term code to select at end of calls

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 Three B: Texting and Emailing Voters Inside ThruTalk

There will also be times you will be asked to see if voters would like information such as vote by mail application links texted or emailed to them during your call. Simply follow the script to determine how they would like information to be sent to them, if at all.
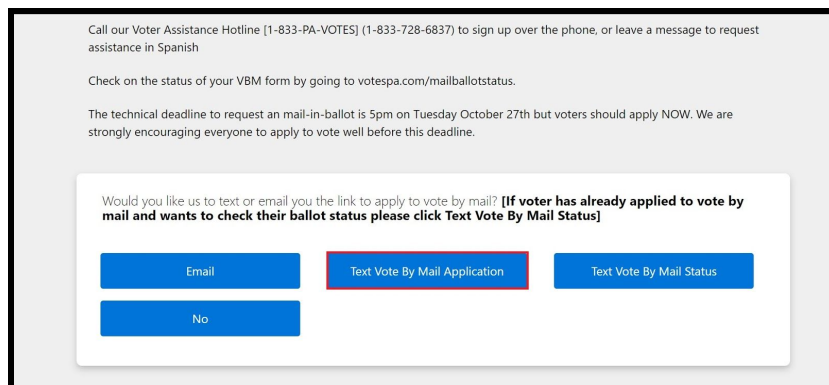
1. Type in their number in the space provided

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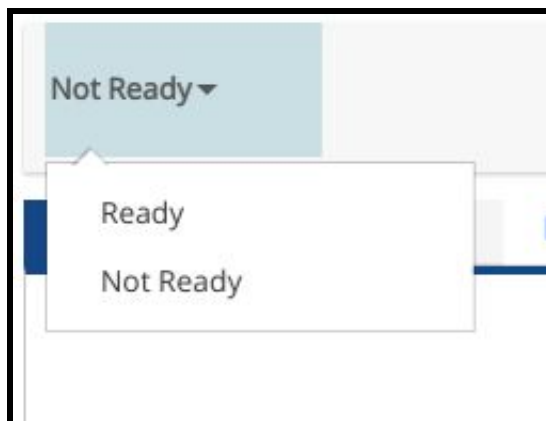
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2. Hit ENTER to send the text (Same for email)
3. Hit "Move on to next question" to continue to the next question. Ignore the "Continue" button. Thrutalk adds it for their own needs and it doesn't affect anything in the script)
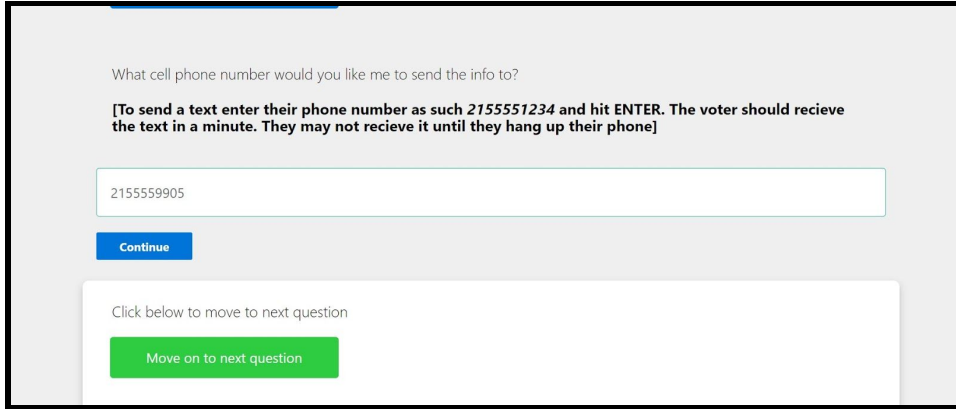
It should take a minute or two for the text to be sent however some voter's networks won't receive texts until they hang up their phone. If you or they are worried the text wasn't sent. As long as you hit ENTER after typing in their number we'll be notified who never received a text and make sure to text them the info the very next day.

Step Four: Take Breaks and End Calls

1. **Take a quick break.** After submitting a Term Code, you will see the waiting screen while you wait for your next 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.

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2. **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.
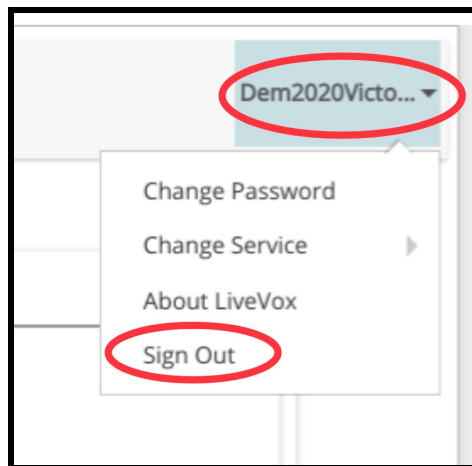
Stay in touch: Join our Victory 2020 Slack to connect to our virtual campaign office!

1. **Join Slack.** We have a community of volunteers who communicate via the messaging platform Slack for daily updates and support. Join the workspace here: https://bit.ly/victoryslack.