

TURBODIAL

Combined Bonus Features

Enhanced
Inbound
+
Enhanced
Call Handling

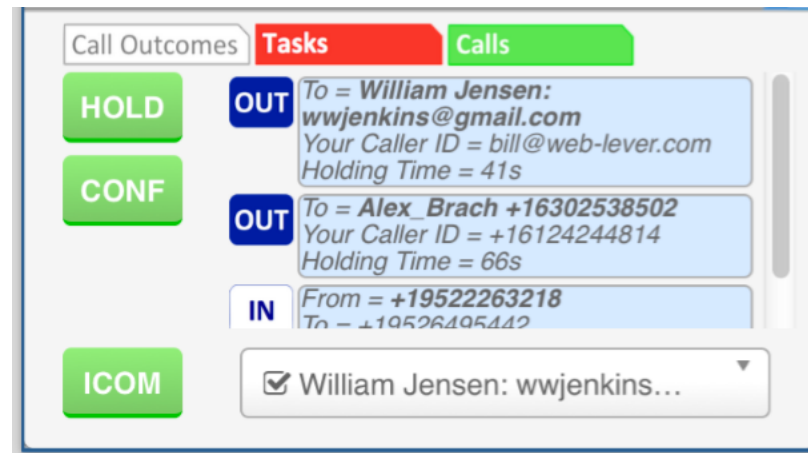
The screenshot displays the turboDial web interface. At the top, the browser address bar shows the URL <https://turbodial.biz/tfnext/index1.php>. Below the address bar, the user's email address **bill@web-lever.com** is visible. The main interface includes a search bar with the number **w (630) 253-8502** and buttons for **CALL**, **CALL**, and **CALL**. Below the search bar, the user's name **Alex Brach** and company **AlanCo, Inc. CEO** are listed, along with a **SMS** button and a **Msg** button. A search input field contains the text **Enter Search**. A status bar indicates **Outbound Call Completed**. Below this, two call logs are shown, both dated **Wed, 18 May 2016 14:01:32 -0500** and **Wed, 18 May 2016 14:00:49 -0500**, both labeled **Spring Sale Flyer**. The first call log shows **From = JENKINS WILLIAM at +19522263218** and **Lookup = WILLIAM JENKINS, WillCo**. The second call log shows **From = +19522263218** and **To = +19522263218**. At the bottom, there are tabs for **Call Outcomes**, **Tasks**, and **Calls**. The **Tasks** tab is active, showing a list of tasks with buttons for **HOLD**, **CONF**, and **ICOM**. The tasks include **OUT To = William Jensen: wwjenkins@gmail.com**, **OUT To = Alex_Brach +16302538502**, and **IN From = +19522263218**. A dropdown menu is open, showing **William Jensen: wwjenkins...**.

Combine these Add-Ons:

Enhanced Call Handling + Enhanced Inbound

To Gain These Bonus Features:

- Intercom Calls among Users in your company
 - Including direct softphone-to-softphone calls
- turboDial Logged-In Status for Users (Presence)
- Enhanced Call Handling for Inbound and Intercom calls



Combine Add-Ons:

Enhanced Call Handling + Enhanced Inbound

The screenshot displays a software interface for call management. At the top, there are three tabs: 'Call Outcomes', 'Tasks' (highlighted in red), and 'Calls' (highlighted in green). On the left side, there are three green buttons labeled 'HOLD', 'CONF', and 'ICOM'. The main area shows a list of call tasks. The first task is an outgoing call ('OUT') to William Jensen (wwjenkins@gmail.com) with a caller ID of bill@web-lever.com and a holding time of 41s. The second task is an outgoing call ('OUT') to Alex Brach (+16302538502) with a caller ID of +16124244814 and a holding time of 66s. The third task is an incoming call ('IN') from +19522263218 to +19526495442. At the bottom, there is a dropdown menu with a checkmark and the text 'William Jensen: wwjenkins...'.

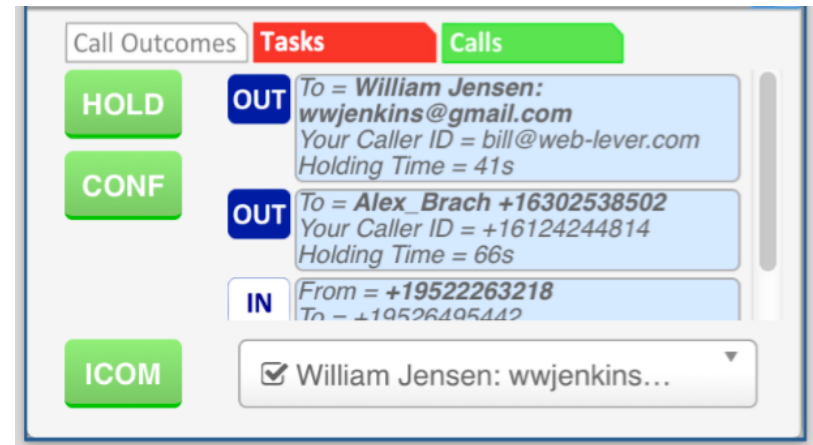
User Selector & Logged-In Status

Required:

- nothing

Operation:

1. Click the User selector to open it
2. See up to 3 entries for each User
 - Their email address
 - Phone numbers are listed if available
3. Every User's logged-in status will be indicated next to their email address
 - turboDial Logged In: a checked box
 - turboDial Logged Out: an empty box



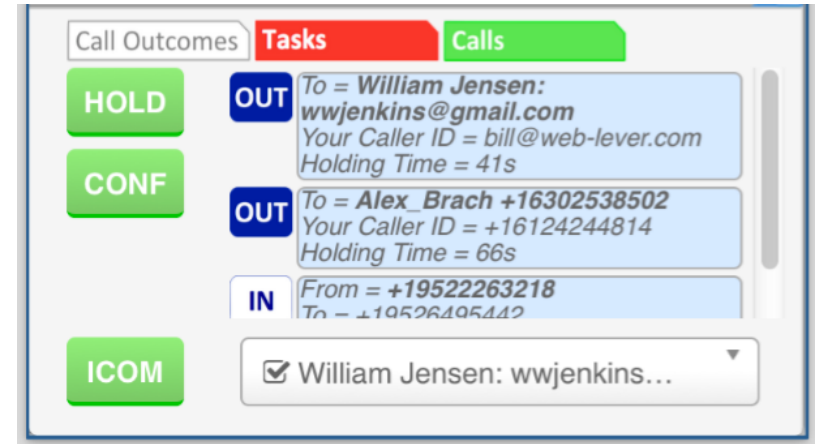
Make an Intercom Call

Required:

- You have no active call

Operation:

1. Choose your Calling Device
 - Choose 'This PC' to call from your softphone
2. Choose the User & destination from the User selector
 - Choose their email address to call their softphone, or
 - Choose one of their phone numbers
3. Click the ICOM button to start the call
4. Click the Hangup button to end the call



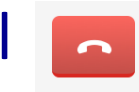
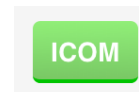
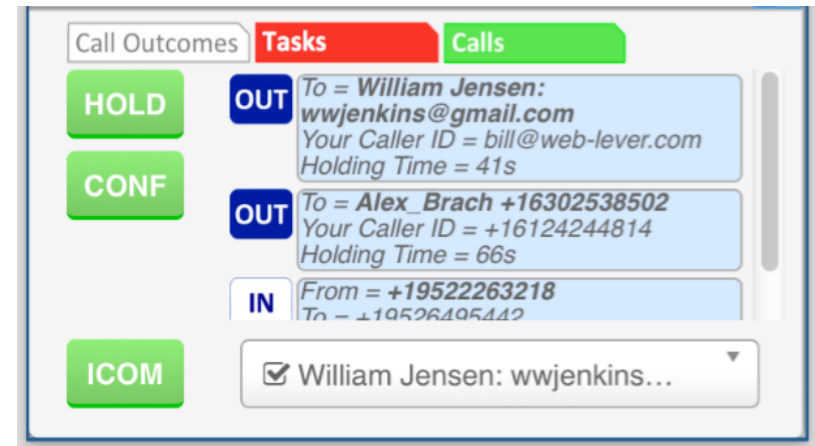
Make an Intercom Call

Required:

- You have no active call

Operation:

- Choose your Calling Device
 - Choose 'This PC' to call from your softphone **Softphone-to-softphone call**
- Choose the User & destination from the User selector
 - Choose their email address to call their softphone, or
 - Choose one of their phone numbers
- Click the ICOM button to start the call
- Click the Hangup button to end the call






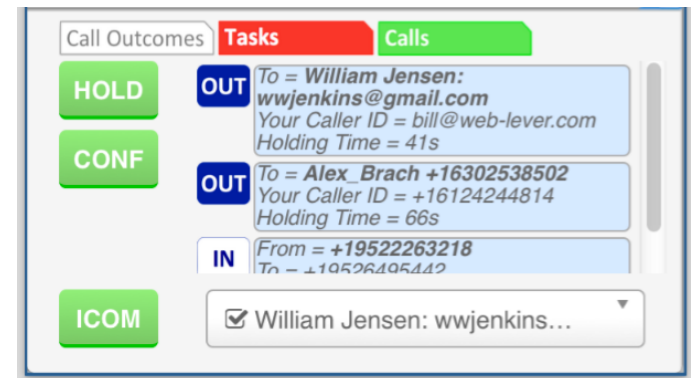
Warm Transfer a Call to a User

Required:

- You have an active call (inbound or outbound)

Operation:

1. Click on the HOLD button
2. Choose the User from the Intercom Selector
3. Click the ICOM button to call that User 
 - When the User answers provide any necessary explanation
4. Click the CONF button to begin a conference 
 - When the conference begins provide any necessary introduction
5. Click the Hangup button to disconnect 
 - The other parties can continue their conversation

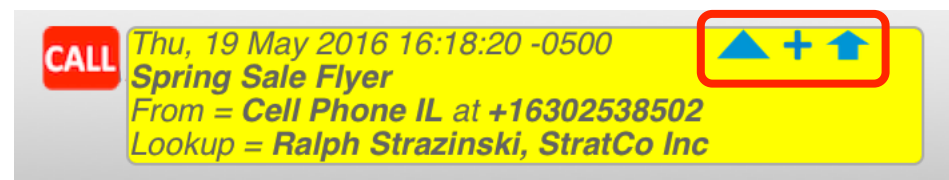


Important Details

- Inbound Call Ownership
- Intercom Calls
- User Selector

Some Details about Inbound Calls

- Pay attention to call ownership
- Only calls you own can be placed on Hold
- Some calls are automatically owned by you:
 - Outbound calls you make with turboDial
 - Inbound calls answered in your turboDial softphone
- Some calls are not automatically owned by you:
 - Inbound calls to a turboDial number, answered on a real phone
- Use the buttons in the inbound call screen pop to claim ownership for the call
- Once you claim ownership you can put the call on Hold



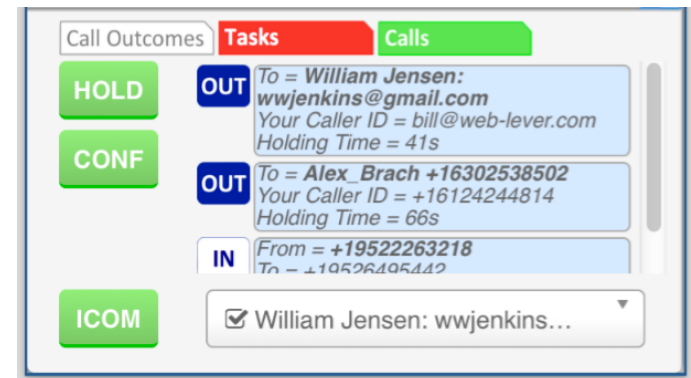
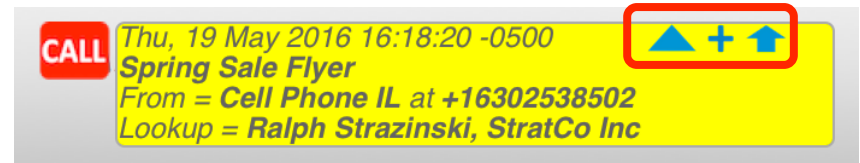
Put an Inbound Call on Hold

Example:

- You have an active inbound call answered on a physical phone

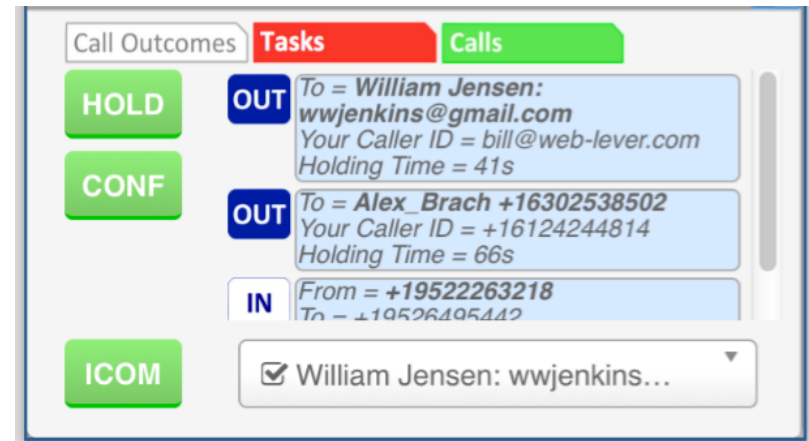
Operation:

1. Claim ownership for the call
2. Click the HOLD button
3. You will be disconnected from the call
4. The other person will begin hearing music
5. The call will appear in the Holding Calls list



Some Details about Intercom Calls

- They use the Calling Device setting
- They use the Caller ID setting
 - Exception: softphone-to-softphone calls use your email as the Caller ID
- Can be placed on Hold
- Can be joined to a Conference & Warm Transferred
- Cannot be recorded
- Call Note records are not created
 - These User-to-User calls will not show up in Reports



Some Details about the User Selector

- Pay attention to the User Records
 - See Infusionsoft Admin->Users
- Each turboDial User must have their Infusionsoft ID email entered in one of the email address fields, else they will not be listed in the turboDial User Selector
 - Email
 - Email Address 2
- Also only the first 2 Phone numbers will be available in the User Selector
 - Phone 1
 - Phone 2

Add/Edit User Accounts [\(back to search results\)](#)

General Preferences Signatures Notes User Groups

Infusionsoft ID Other

Bill Jenkins
bill@timefusion.biz Photo

Personal Info Photo

Company Agency Automate, LLC Photo

Title Principal

Email bill@timefusion.biz ✉ U
Status: Unengaged Marketable [Manage Email Status](#)

Email Address 2 info@emailattacher.com ✉ U
Status: Unengaged Marketable [Manage Email Status](#)

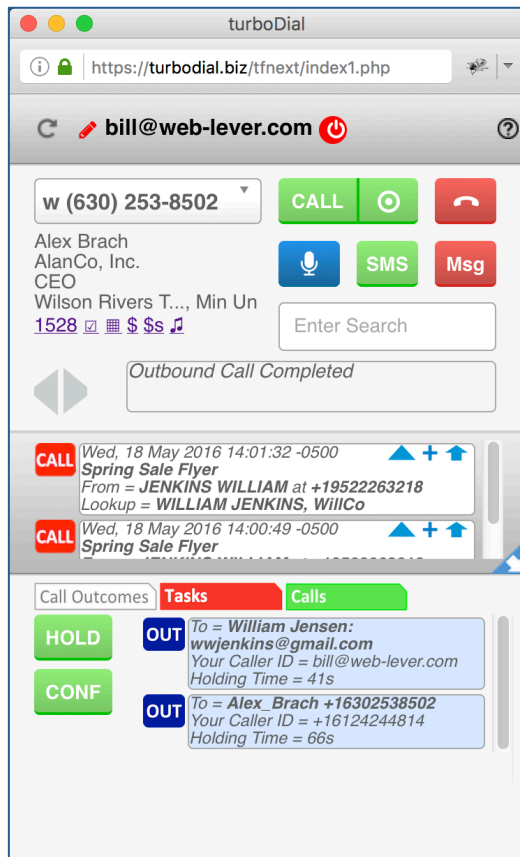
Other Info

Phone 1 Work (952) 649-5442
[Manage Phone Status...](#)

Phone 2 Work (608) 565-2042
[Manage Phone Status...](#)

Phone 3 Work

TURBODIAL



Enhanced Call Handling & Enhanced Inbound Bonus Features

- Intercom Calls
- User Logged-In Status
- Base Features extended to Inbound and Intercom Calls