

TURBODIAL

List Dial **Dynamic Dial**

All Hot Leads

JOIN

Info Popup:

Caller ID:+16085652042

Missed Connection:
Spring Sale Offer

Auto Join:

STATUS

- How To -

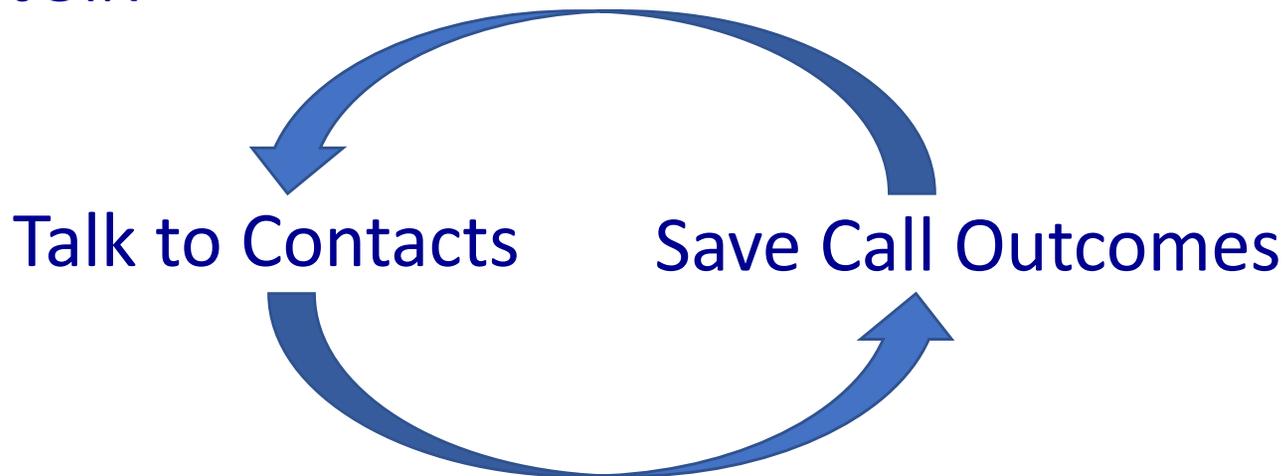
Calling Agent steps
Dynamic Dial

Dynamic Dial for Calling Agents

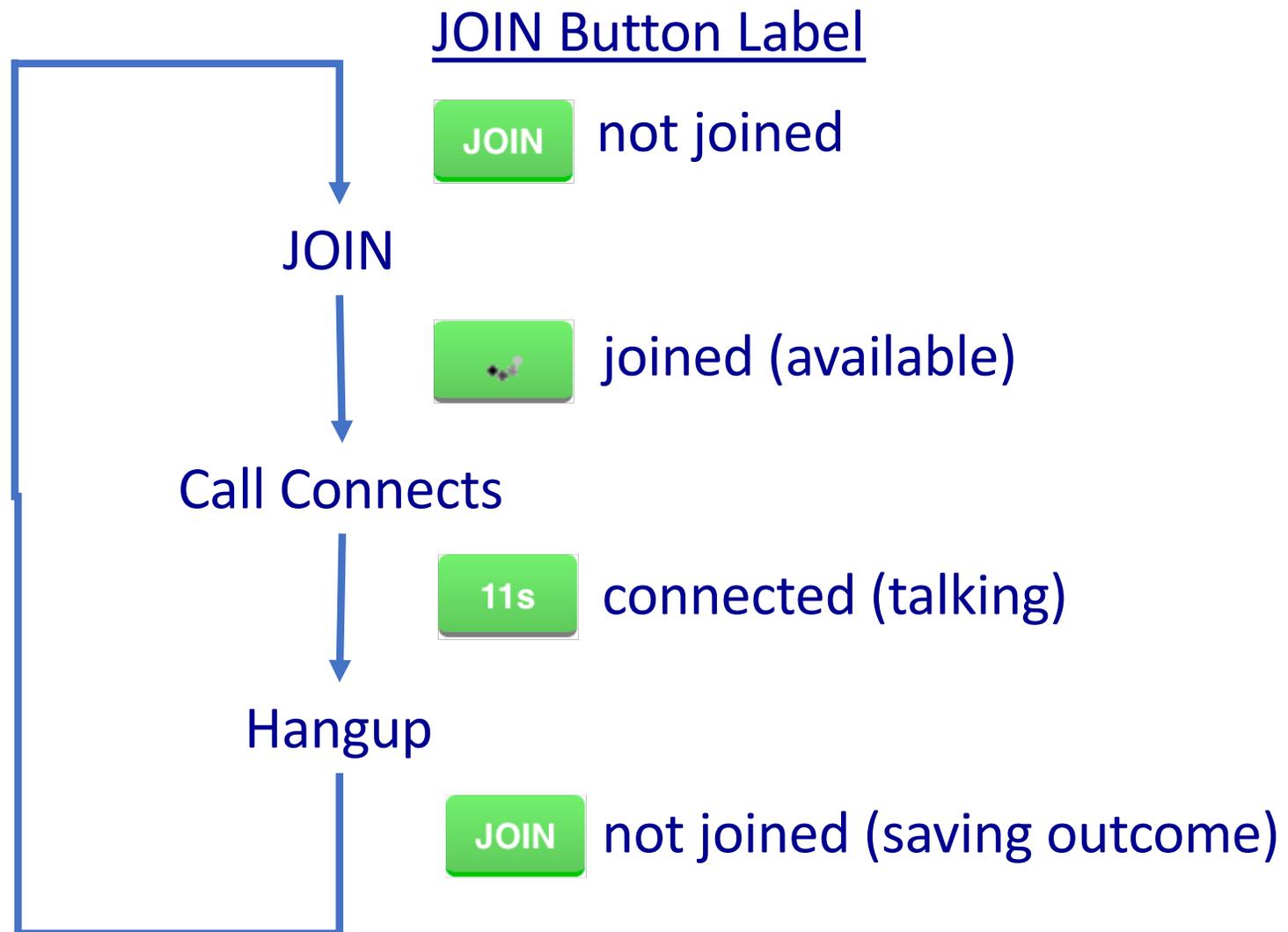
- This video explains how to use Dynamic Dial to make calls in a Dialing Session
- Your manager will prepare the Dialing Session for you
- Use the guides available at <http://support.turboDial.biz> if you need help with
 - Launching turboDial
 - Choosing your Calling Device
 - Making calls
 - Leaving voice mails
 - Saving Call Outcomes

Calling Agent – Basic Steps

- Your manager gives you the Session to join and...
 - Explains the Call Outcomes to use
 - Shows you the Recorded Message to use for leaving Voice Mail
- Choose your options for making calls
- Select the Session in turboDial
- Click JOIN



The Agent Cycle



The Agent Cycle

- An agent has 3 possible states:



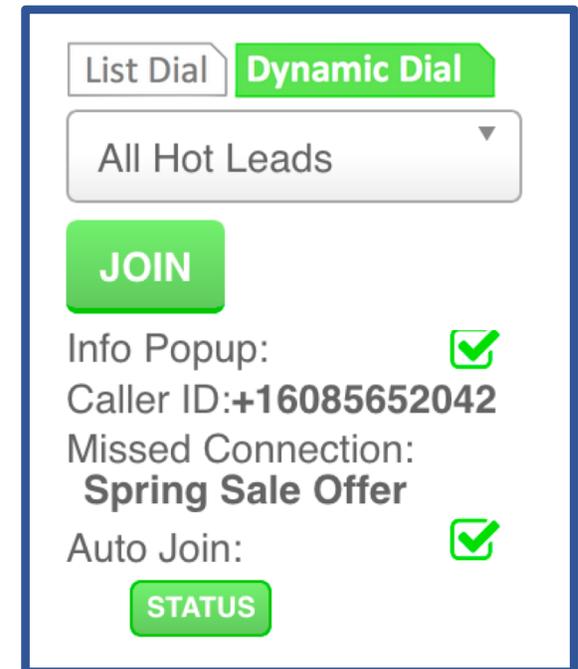
- Not joined (not available),



- Joined (available), or



- Connected to a call (not available)



- An agent becomes available by clicking JOIN
 - That causes turboDial to start dialing calls
- When a call is answered it is connected to an agent
- If no agent is available the call is connected to the “Missed Connection” recording

Calling Agent Options

Choose the device you will use for calls.

- 'This PC': you will use a headset with your computer.
- A phone number: turboDial will call you when you JOIN a session.

Optional: Choose the pre-recorded message to use with the MSG button for voice mail machines

Choose the list your manager wants you to dial

The Info Popup will display a window with Contact details when you are Connected to a call

Auto Join will automatically JOIN you back into the Session after you save a Call Outcome.

Caller ID: - +

Calling Device: - +

Inbound&SMS:

Recorded Msg: ▶ ✎ +

List Dial Dynamic Dial

Info Popup:

Caller ID:+16085652042

Missed Connection:
Spring Sale Offer

Auto Join:

JOIN

When you are ready for calls...

- Click the JOIN button
- Button changes to rolling pattern



- You hear “Waiting for a call”

List Dial
Dynamic Dial

All Hot Leads

JOIN

Info Popup: ✓

Caller ID: +16085652042

Missed Connection: **Spring Sale Offer**

Auto Join: ✓

STATUS

Connect

When you are Connected to a call...

- You see a sudden alert in turboDial with the name of the Contact from Infusionsoft



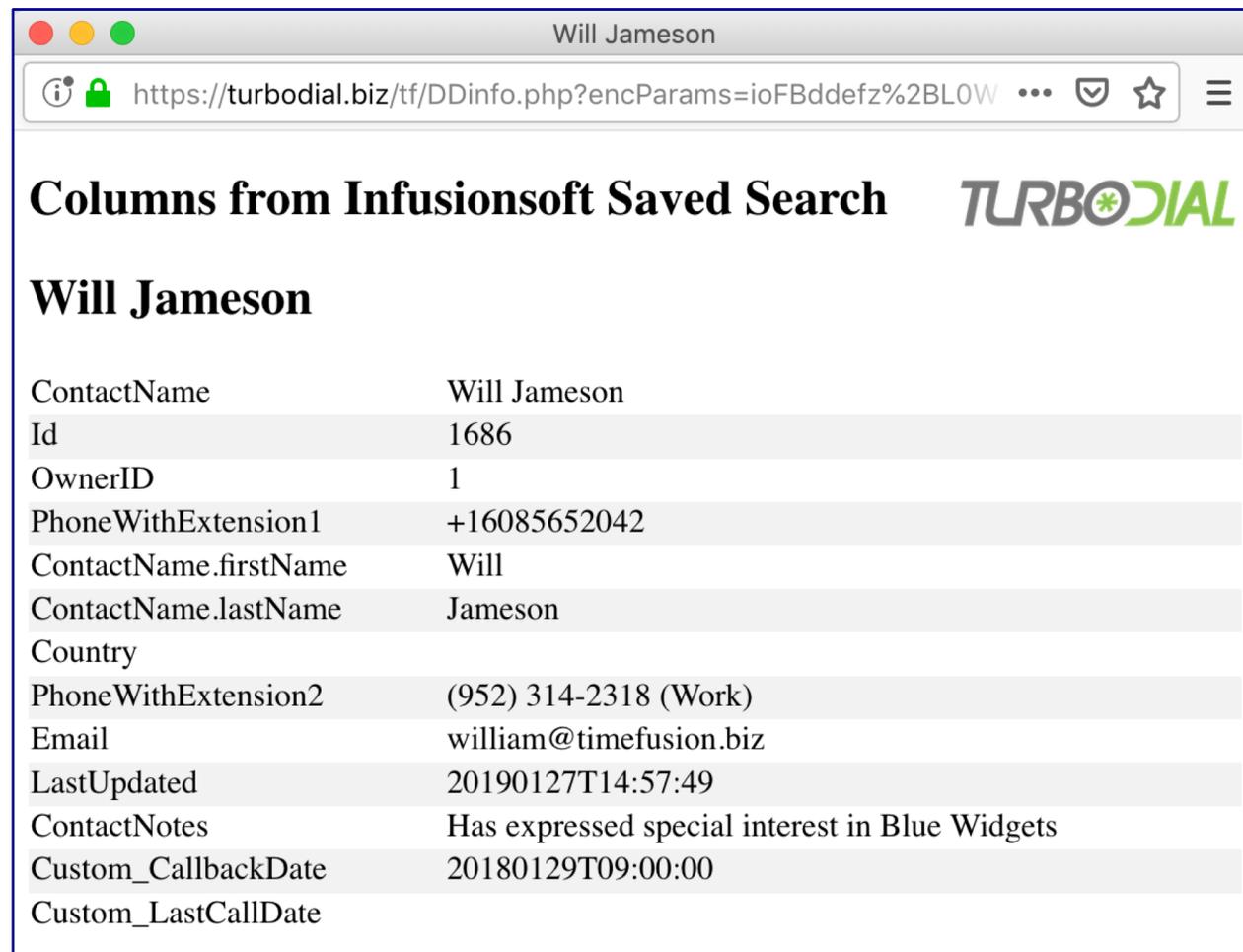
- Start talking!
- You may or may not hear them saying “hello”
- JOIN button label changes to a call timer in seconds



Connect

When you are Connected to a call...

- An Info Popup window will look similar to this:



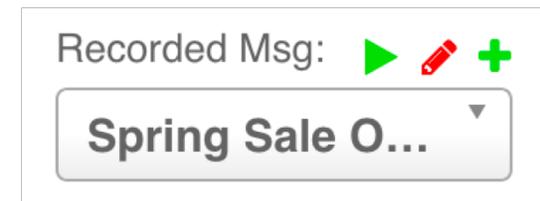
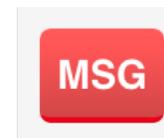
The screenshot shows a browser window titled "Will Jameson" with the URL <https://turbodial.biz/tf/DDinfo.php?encParams=ioFBddefz%2BL0W>. The page content includes the TURBODIAL logo and the heading "Columns from Infusionsoft Saved Search". Below this, the contact name "Will Jameson" is displayed. A table lists various contact fields and their values.

ContactName	Will Jameson
Id	1686
OwnerID	1
PhoneWithExtension1	+16085652042
ContactName.firstName	Will
ContactName.lastName	Jameson
Country	
PhoneWithExtension2	(952) 314-2318 (Work)
Email	william@timefusion.biz
LastUpdated	20190127T14:57:49
ContactNotes	Has expressed special interest in Blue Widgets
Custom_CallbackDate	20180129T09:00:00
Custom_LastCallDate	

Connect

When an answering machine has answered...

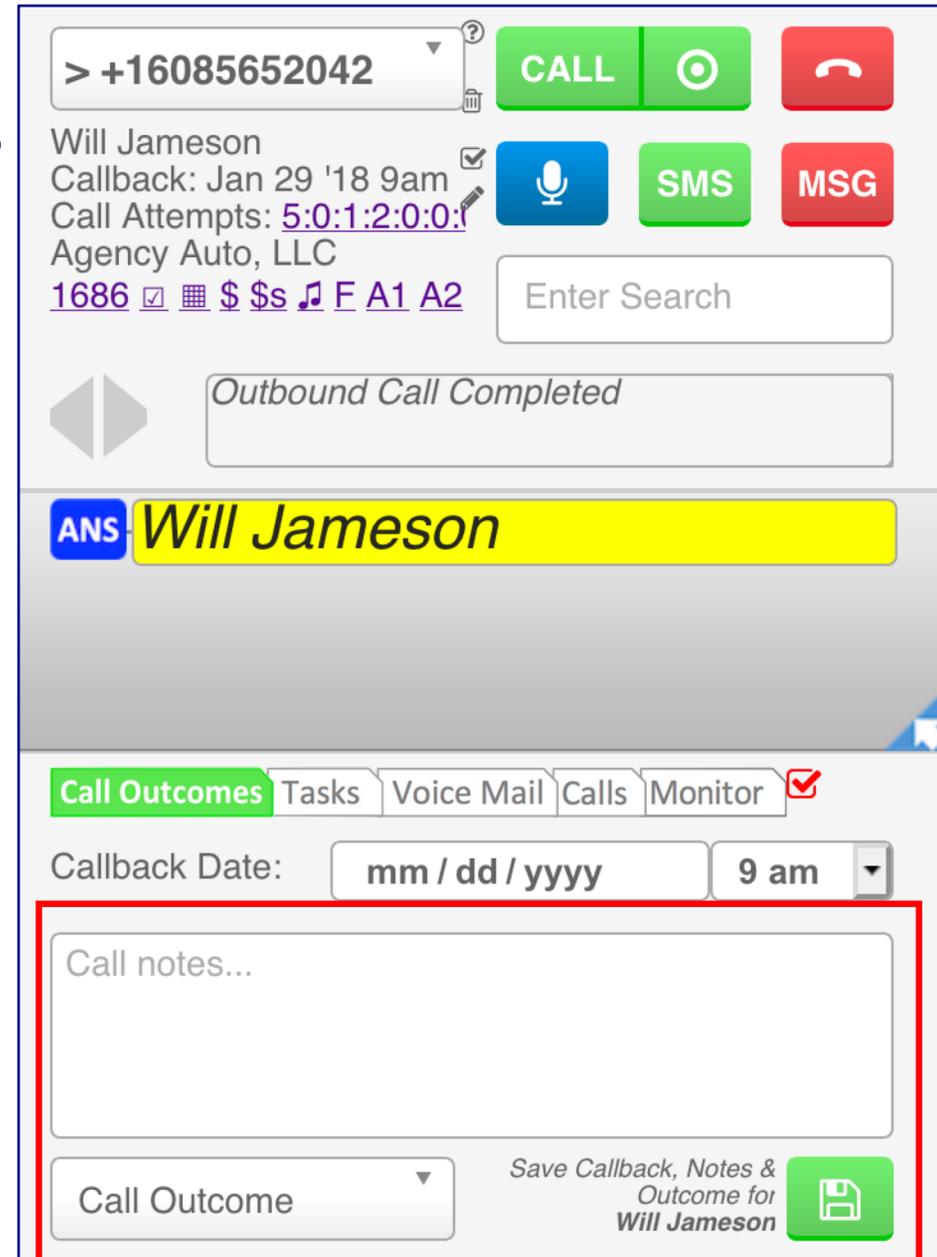
- You may press the MSG button:
 - Plays the selected recorded message on their machine
 - Hangs you up
- Save a Call Outcome
- Return to JOIN step



Hangup

When a Conversation ends...

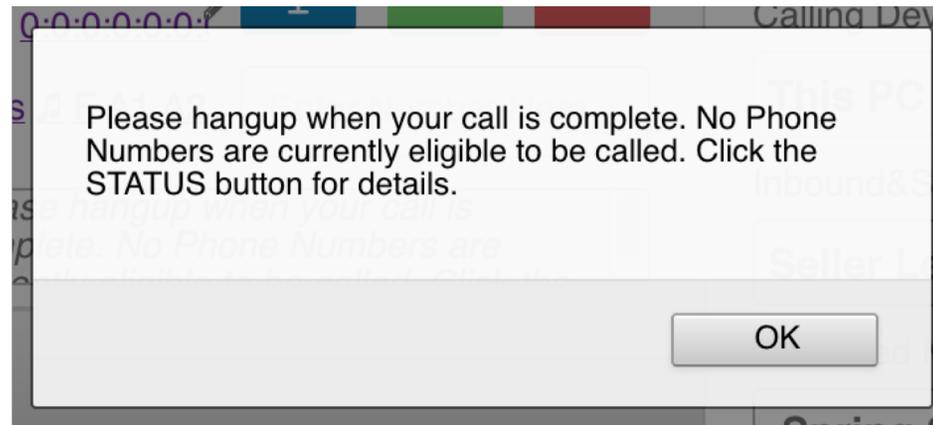
- Hangup your end 
- Save a Call Outcome
- Return to JOIN step



The screenshot displays the TurboDial interface for a call with contact Will Jameson (+16085652042). The interface includes a top navigation bar with 'CALL', 'SMS', and 'MSG' buttons. The call status is 'Outbound Call Completed'. Below this, the contact name 'Will Jameson' is highlighted in yellow. A navigation bar at the bottom shows 'Call Outcomes' as the active tab. A 'Callback Date' field is set to 'mm / dd / yyyy' at '9 am'. A red box highlights the 'Call Outcome' dropdown menu and the 'Save Callback, Notes & Outcome for Will Jameson' button, which includes a save icon.

No Eligible Numbers

- When there are no phone numbers eligible to be dialed turboDial will display this alert to Agents:



- Check the details in the STATUS window

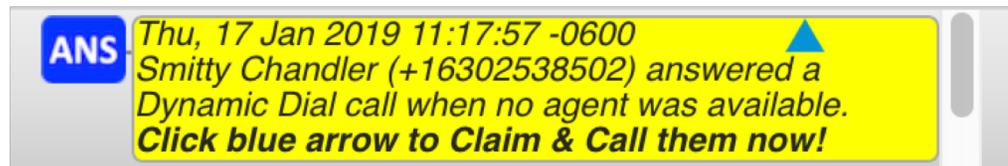
<i>Numbers Eligible to be Attempted Now</i>	0
<i>Numbers Waiting to be Eligible</i>	10

- You should Hangup, then monitor the STATUS and JOIN again when there are Numbers eligible to be called



Notify to Call Back

- This Notification may popup in your turboDial panel



- When you see it...
 - If you are Joined and waiting for a call, Hangup
 - If you are on a call, wait until the call is done
 - Then click the blue arrow in the Notification
 - Click the "Call" button to call the contact directly

TURBODIAL

The screenshot shows a software interface for 'Dynamic Dial'. At the top, there are two tabs: 'List Dial' and 'Dynamic Dial', with 'Dynamic Dial' being the active tab. Below the tabs is a dropdown menu currently set to 'All Hot Leads'. A prominent green 'JOIN' button is located below the dropdown. Underneath the button, there are several settings, each with a green checkmark to its right: 'Info Popup:' with the value '+16085652042', 'Caller ID: +16085652042', 'Missed Connection: Spring Sale Offer', and 'Auto Join:'. At the bottom of the settings area is a green 'STATUS' button.

Dynamic Dial

Autonomous
Simplicity
Control

Thanks for viewing Dynamic Dial: Calling Agent