

# TURBODIAL

The screenshot shows a control panel for the 'Dynamic Dial' feature. 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'. Underneath the dropdown are three buttons: a green 'JOIN' button, a small 'MONITORING' indicator, and a red 'RESET' button. The interface displays several status items, each with a green checkmark: 'Info Popup:' (checked), 'Caller ID:+16085652042', 'Missed Connection: Spring Sale Offer', and 'Auto Join:' (checked). At the bottom of the panel are two green buttons labeled 'STATUS' and 'OPTIONS'.

– How To –

Dynamic Dial  
Supervisor Tools

# Dynamic Dial - Supervisor Tools

## Topics

- Monitoring Features
- Authorize Supervisors
- Enable & Use Call Monitoring

# Dynamic Dial - Supervisor Tools

## Monitoring Features:

- Choose one or more Dynamic Dial Sessions to monitor
- View a list of active calls
- Select a call and “Listen”
- Move from “Listen” to “Barge”

A screenshot of the Dynamic Dial monitoring interface. 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 labeled 'List Size 1'. There are two main buttons: a green 'JOIN' button and a red 'RESET' button. A small 'MONITORING' indicator is visible between them. Below the buttons, there are three status indicators with green checkmarks: 'Info Popup:', 'Caller ID: +16085652042', and 'Missed Connection: Spring Sale Offer'. At the bottom, there are two more buttons: 'STATUS' and 'OPTIONS'. A green 'Auto Join:' indicator with a checkmark is also present.

A screenshot of the Call Monitor interface. At the top, there are several tabs: 'Call Outcomes', 'Tasks', 'Voice Mail', 'Calls', and 'Monitor'. The 'Monitor' tab is selected and has a checkmark. Below the tabs, there are three buttons: a red 'LISTEN' button, a blue 'OUT' button, and a green 'BARGE' button. To the right of these buttons is a call information box with a blue background and a small blue triangle icon. The box contains the following text: '36s', 'Contact = Will Jameson', and 'User = bill@web-lever.com'.

# Dynamic Dial - Supervisor Tools

## Account Owner can Authorize Supervisors

- Find the Authorize form in your turboDial Management Account
- Add or Remove user Infusionsoft ID email Addresses

<https://sd123.customerhub.net>

Add/Remove Dynamic Dial Supervisors

**Update Your Dynamic Dial Supervisors List**

**- Authorized Supervisors -**

Your Dynamic Dial Supervisors are the authorized users in your turboDial account who have access to the call monitoring features available with the Dynamic Dial add-on.

Edit this list below by adding or removing Infusionsoft ID Email Addresses, one per line.  
(If you want to remove all Users from the list, replace the contents with the letters 'xx' )

Infusionsoft ID Email Addresses	
------------------------------------	--

Save User List

# Enable Monitoring

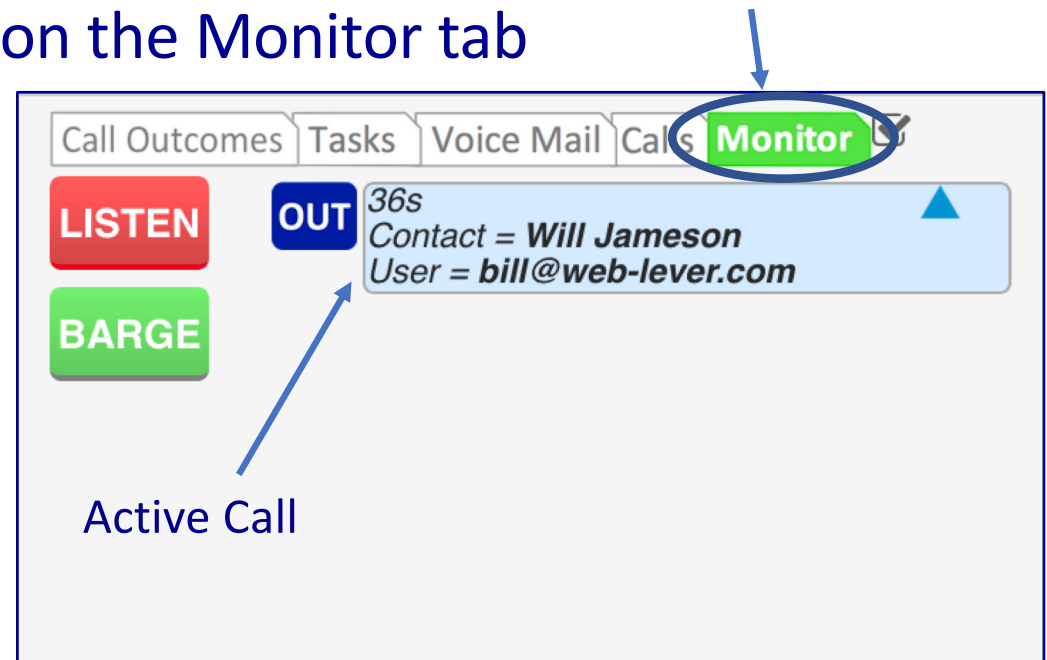
- Authorized Supervisors will see a “Monitoring” button next to the JOIN button
- Enable Monitoring for a List:
  - Choose the List in the Selector
  - Click the Monitoring button – it will turn green
- Check if Monitoring is enabled:
  - Choose the List in the Selector
  - If the Button is green it is enabled
- Disable Monitoring for a List:
  - Choose the List in the Selector
  - Click the Monitoring button – it will turn white



A screenshot of the TurboDial interface. At the top, there are two tabs: 'List Dial' and 'Dynamic Dial'. Below them is a dropdown menu for 'List Size 1'. The main area contains several buttons: a large green 'JOIN' button, a smaller green 'MONITORING' button (circled in blue with an arrow pointing from the text 'Authorized Supervisors will see a “Monitoring” button next to the JOIN button'), and a red 'RESET' button. Below the buttons, there are several status indicators: 'Info Popup:' with a green checkmark, 'Caller ID:+16085652042', 'Missed Connection: Spring Sale Offer', and 'Auto Join:' with a green checkmark. At the bottom, there are two more green buttons: 'STATUS' and 'OPTIONS'.

# Monitoring

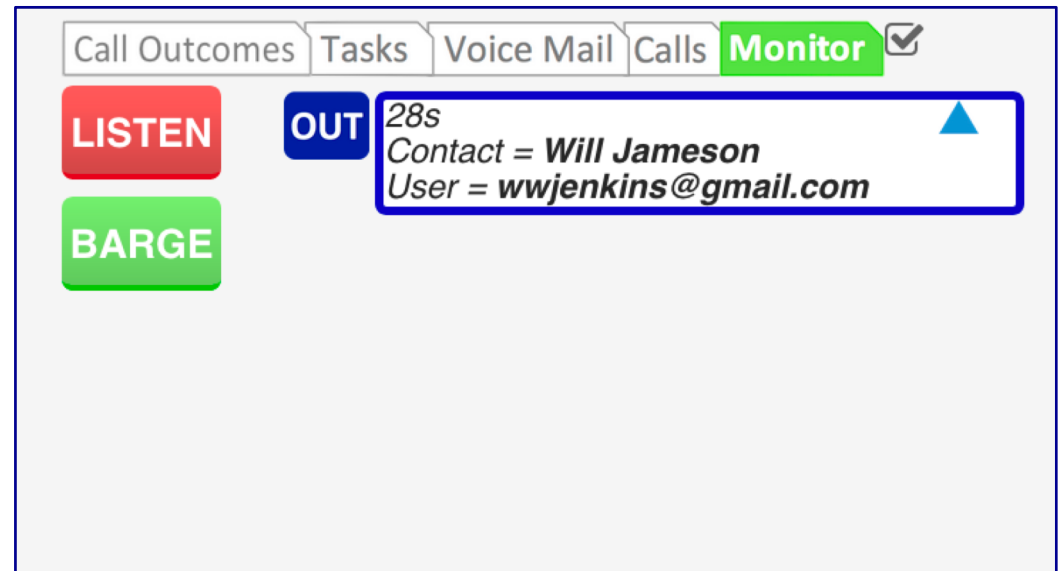
- Authorized Supervisors will see a “Monitor” tab
- View Active Calls
  - Enable Monitoring for one or more lists
  - Active calls will appear on the Monitor tab
  - Calls disappear when they terminate
  - Multiple calls may be listed
  - Scroll to see the full list



# Monitoring

Before you can enter Listen mode you must select a call by clicking it

- The selected call is displayed with a solid blue border



# Monitoring

- Enter Listen mode: Select a Call and click “Listen”
  - Your selected Calling Device will be added to the call
  - The other parties cannot hear you and are not aware you are listening

Calling Device: - +

This PC

- Stop Listen mode by clicking Hangup



Call Outcomes Tasks Voice Mail Calls **Monitor**

**LISTEN** **OUT** 28s  
Contact = *Will Jameson*  
User = *wwjenkins@gmail.com*

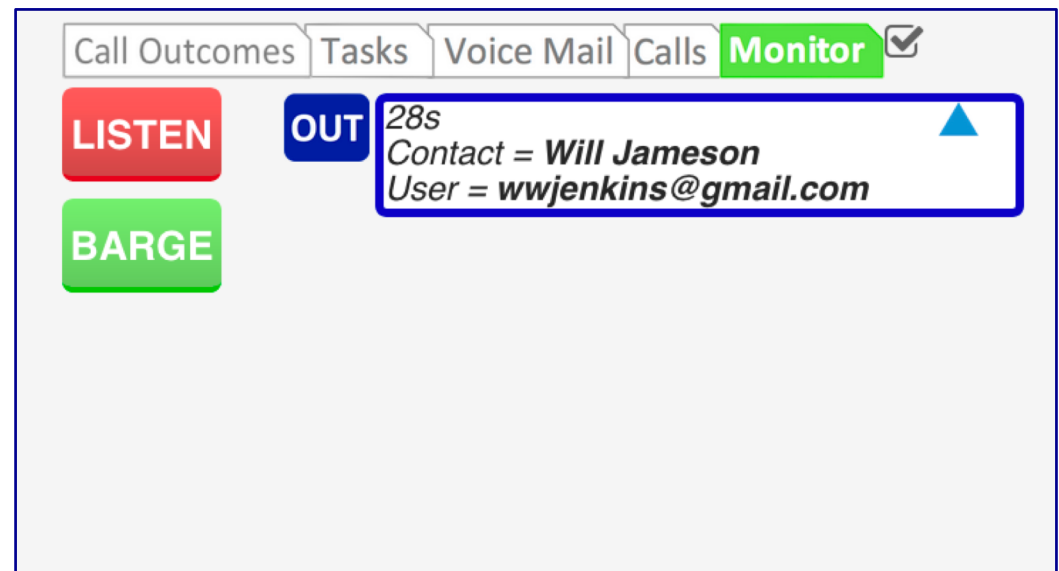
**BARGE**



# Monitoring

- Enter Barge mode: Click “Barge”
  - Must have a call in Listen mode
  - The current Listen mode call is modified to Barge mode
  - The other parties can now hear you

- Stop Barge mode by clicking Hangup



# TURBO\***DIAL**

The screenshot shows a control panel 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'. Underneath the dropdown are two main buttons: a green 'JOIN' button and a red 'RESET' button. A small 'MONITORING' indicator is positioned between these two buttons. Below the buttons, there are three status indicators, each with a green checkmark: 'Info Popup:', 'Caller ID:+16085652042', and 'Missed Connection: Spring Sale Offer'. At the bottom of the panel, there are two more green buttons: 'STATUS' and 'OPTIONS'. The entire interface is enclosed in a blue border.

## Dynamic Dial

Autonomous  
Simplicity  
Control

*Thanks for viewing Dynamic Dial: Supervisor Tools*