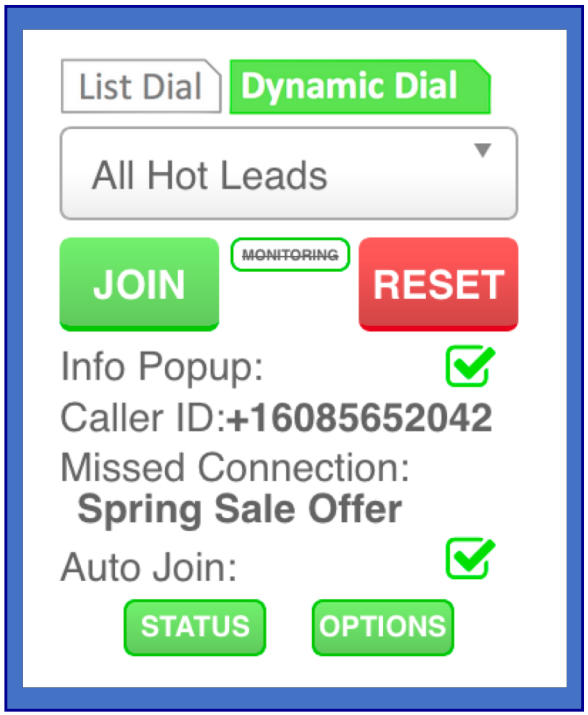
TURBODIAL



– How To –

Dynamic Dial

Supervisor Tools

Dynamic Dial - Supervisor Tools

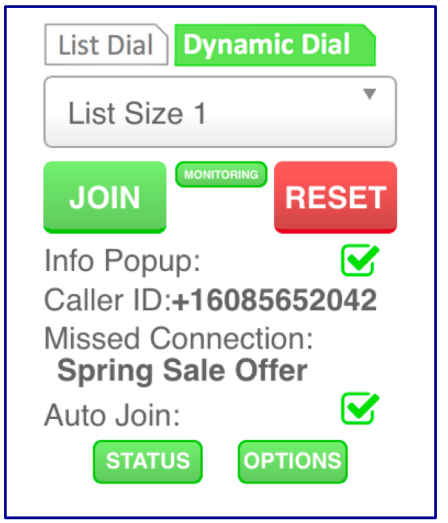
Topics

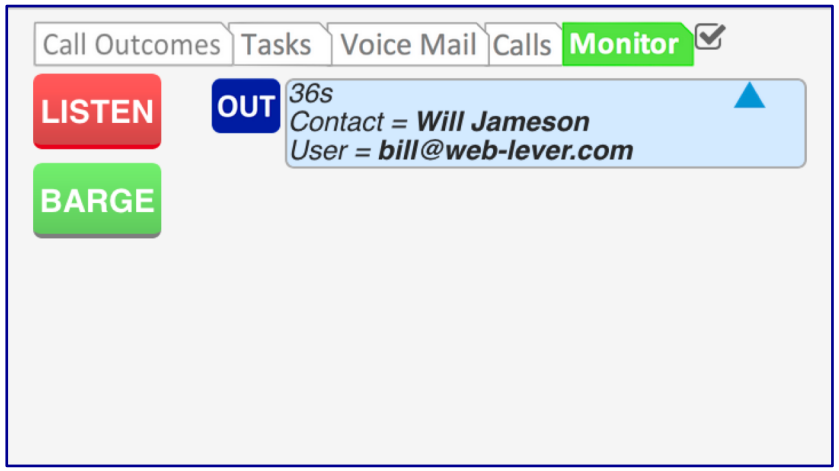
- Monitoring Features
- Authorize Supervisors
- Enable & Use Call Monitoring

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”

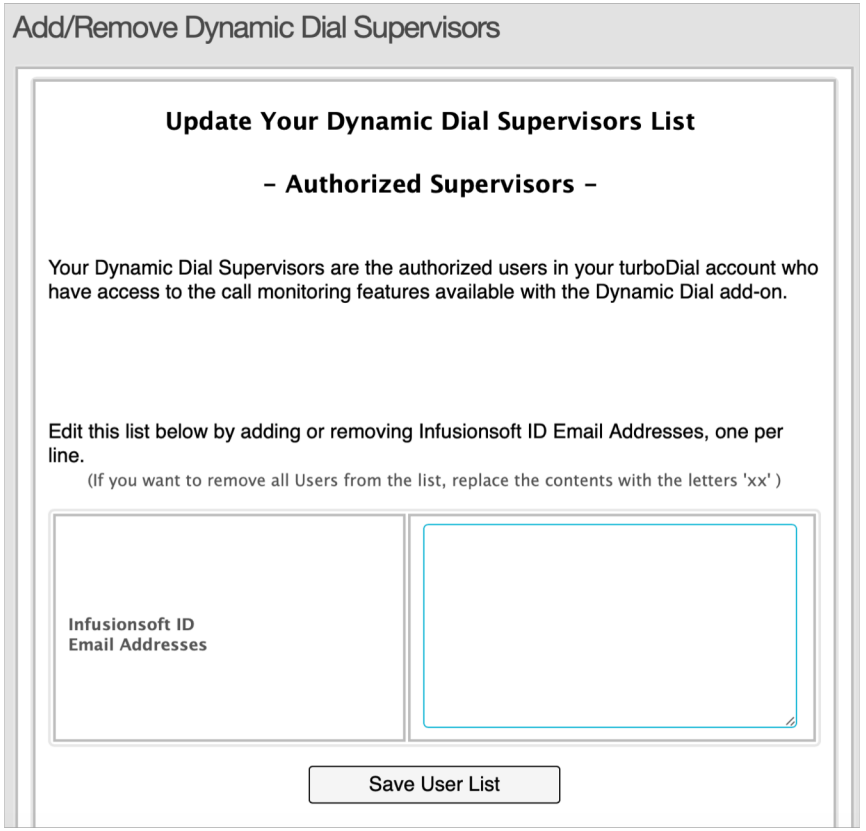




Dynamic Dial - Supervisor Tools

Account Owner can Authorize Supervisors

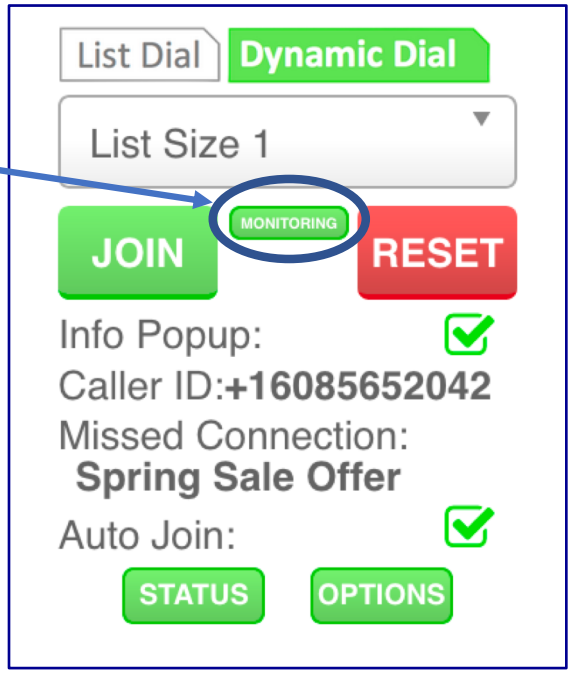
- Find the Authorize form in your turboDial Management Account
- Add or Remove user Infusionsoft ID email Addresses



https://sd123.customerhub.net

Enable Monitoring

- Authorized Supervisors will see a “Monitoring” button next to the JOIN button



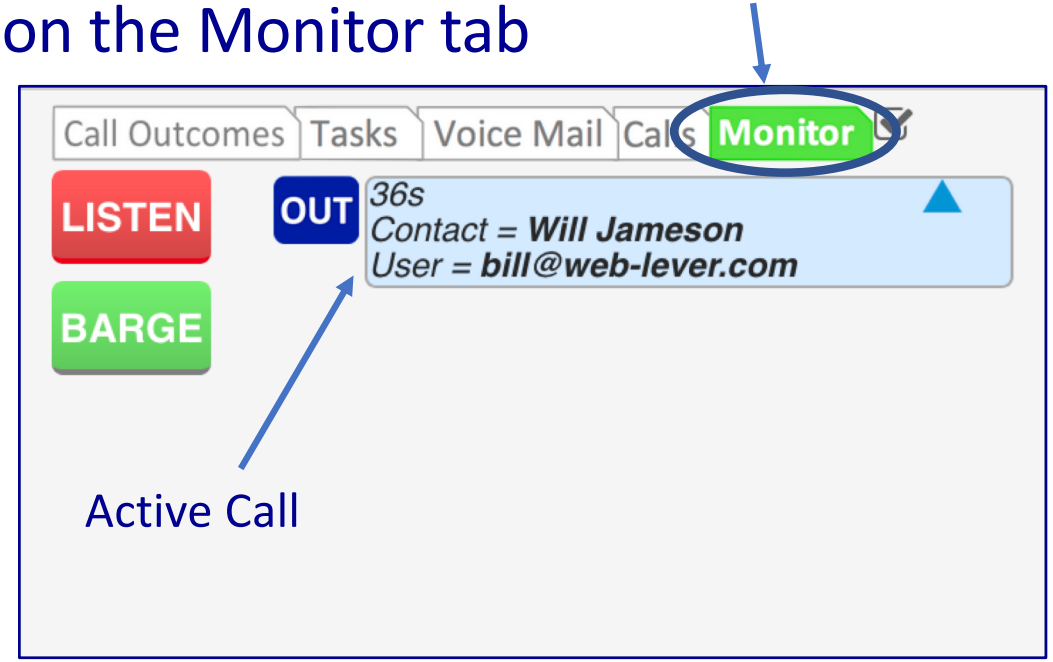
- Enable Monitoring for a List:
  - Choose the List in the Selector
  - Click the Monitoring button – it will turn green

- 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

Monitoring

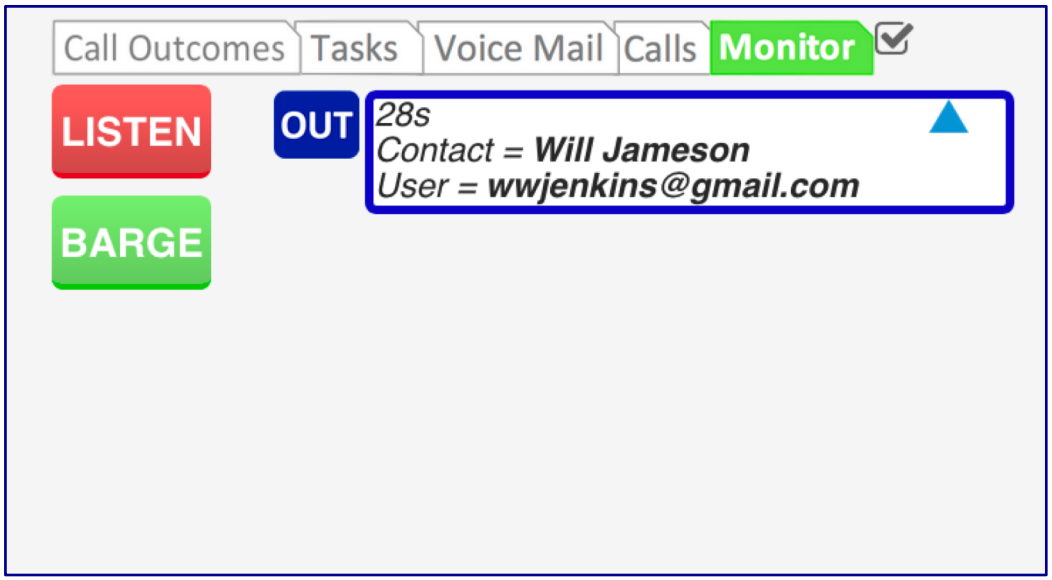
- Authorized Supervisors will see a “Monitor” tab
- View Active Calls
  - Enable Monitoring for one or more lists
  - Active calls will appear on the Monitor tab
  - Calls disappear when they terminate
  - Multiple calls may be listed
  - Scroll to see the full list



Monitoring

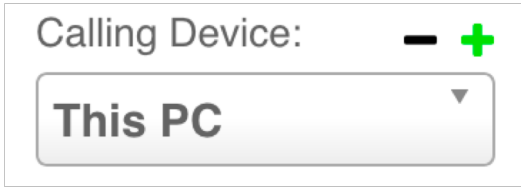
Before you can enter Listen mode you must select a call by clicking it

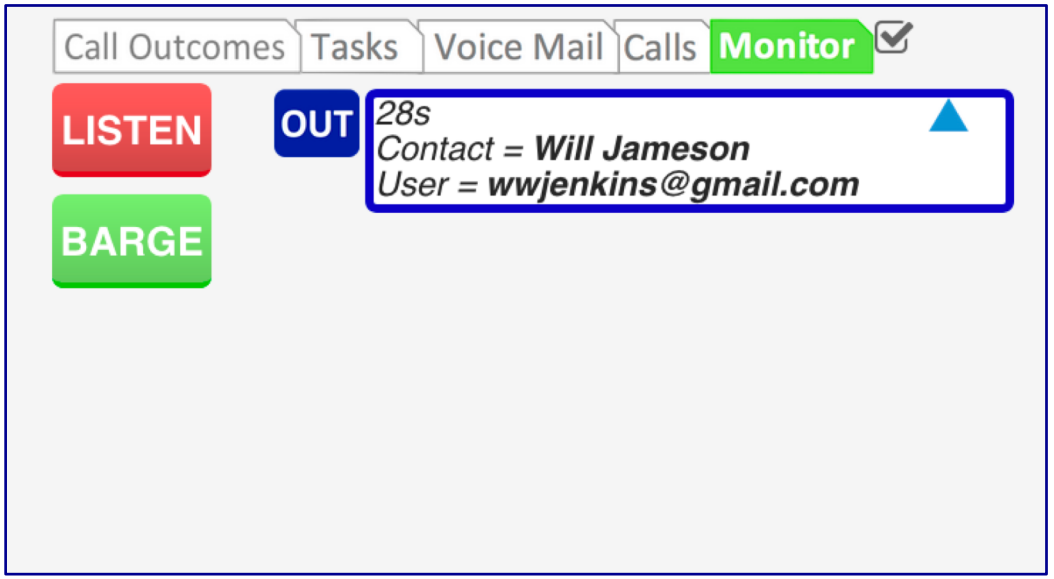
- The selected call is displayed with a solid blue border



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

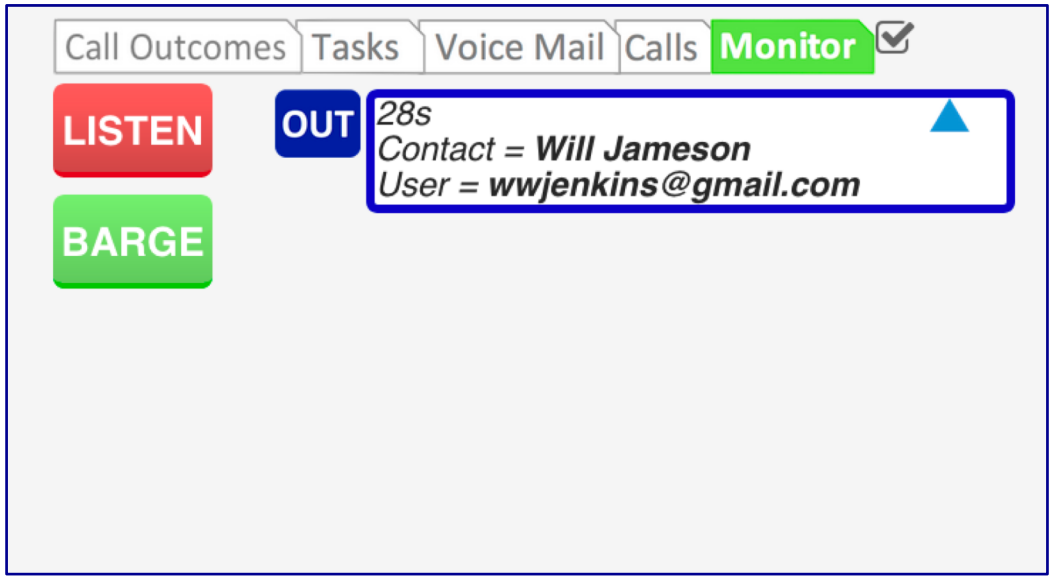




- Stop Listen mode by clicking Hangup

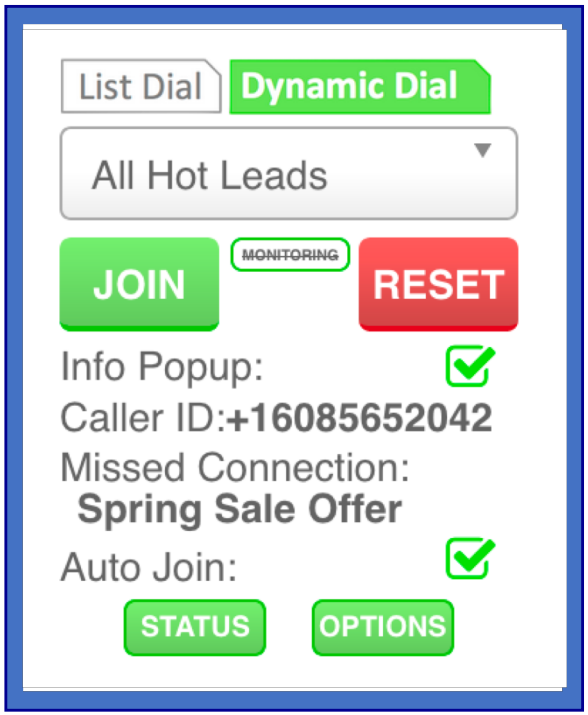
Monitoring

- 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

TURBODIAL



Dynamic Dial

Autonomous
Simplicity
Control

Thanks for viewing Dynamic Dial: Supervisor Tools