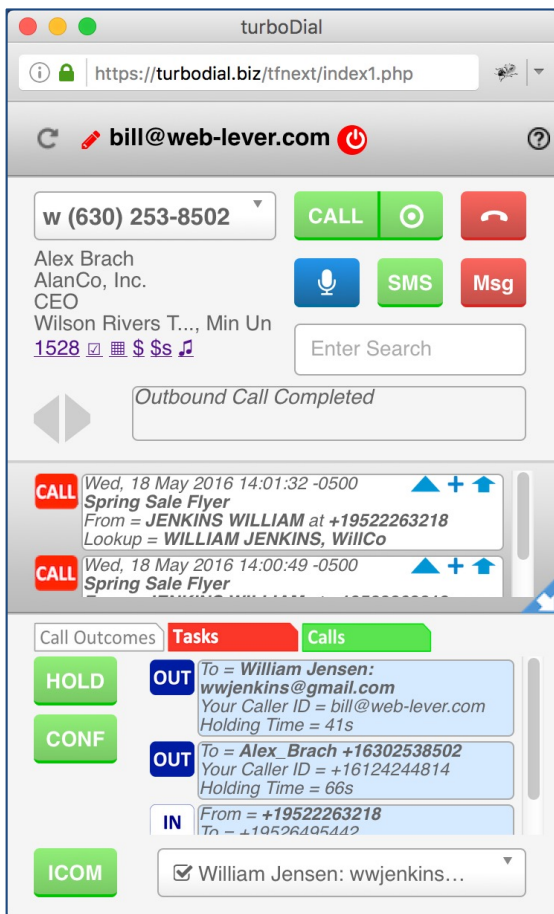# TURBO*DIAL

Combined Bonus Features

Enhanced Inbound
+
Enhanced Call Handling

turboDial

https://**turbodial.biz**/tfnext/index1.php

bill@web-lever.com

w (630) 253-8502

CALL

Alex Brach
AlanCo, Inc.
CEO
Wilson Rivers T..., Min Un
1528 ☑ ▦ $ $s ♫

SMS   Msg

Enter Search

Outbound Call Completed

CALL | Wed, 18 May 2016 14:01:32 -0500
Spring Sale Flyer
From = *JENKINS WILLIAM* at *+19522263218*
Lookup = *WILLIAM JENKINS, WillCo*

CALL | Wed, 18 May 2016 14:00:49 -0500
Spring Sale Flyer

Call Outcomes | **Tasks** | **Calls**

HOLD

CONF

ICOM

OUT | To = **William Jensen:**
wwjenkins@gmail.com
Your Caller ID = bill@web-lever.com
Holding Time = 41s

OUT | To = **Alex_Brach +16302538502**
Your Caller ID = +16124244814
Holding Time = 66s

IN | From = **+19522263218**
To = *+19526495442*

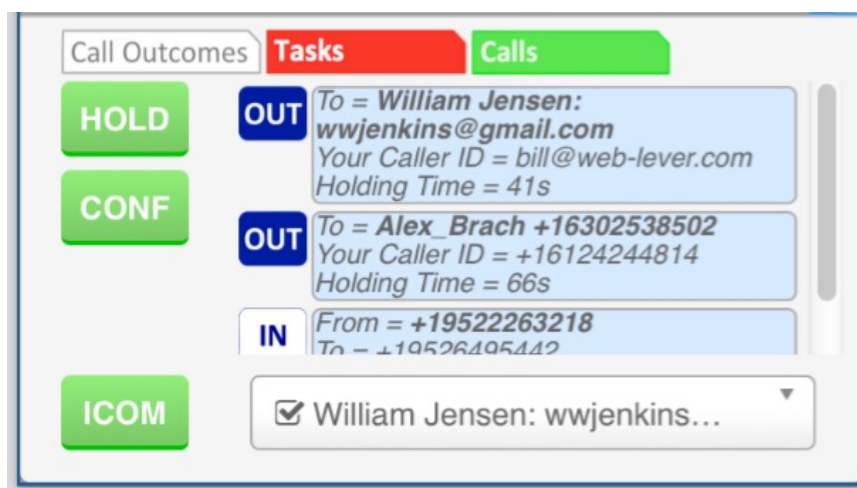☑ William Jensen: wwjenkins…

Call
Tools

Calls On Hold

User Selector
with Presence

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

User Selector & Logged-In Status
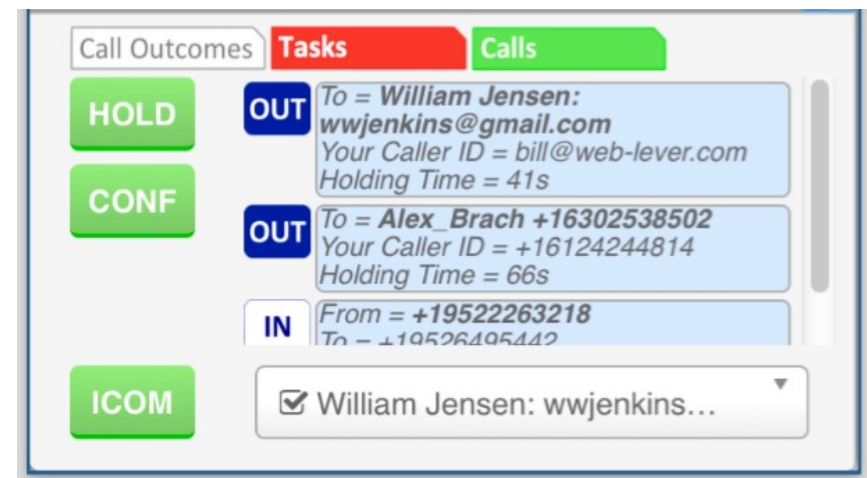
TURBO*DIAL

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 ☑
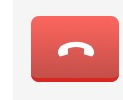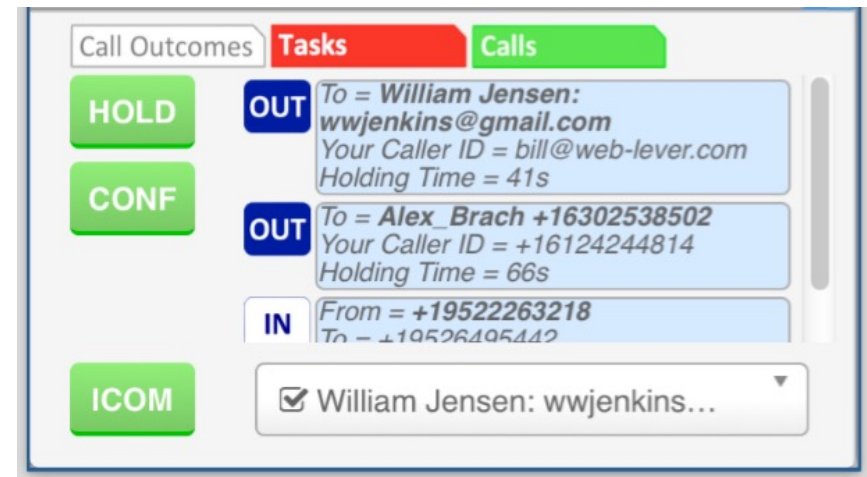   - turboDial Logged Out: an empty box ☐

Make an Intercom Call

Required:

- You have no active call

Operation:

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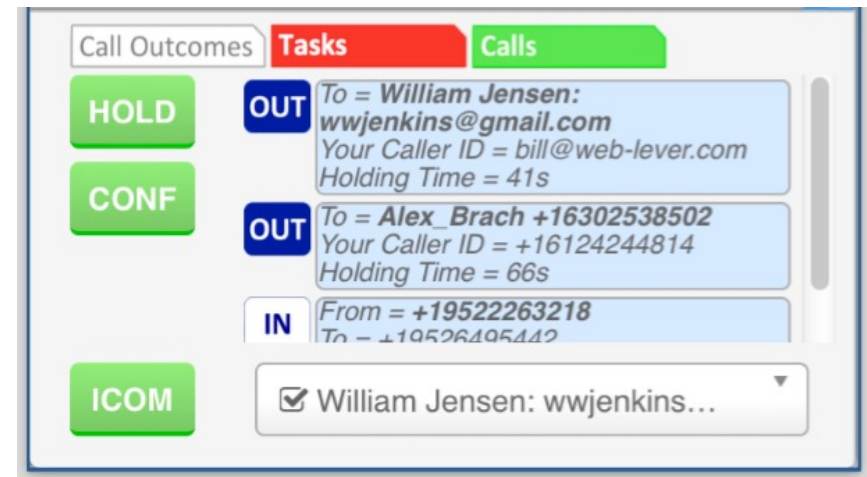2. Choose the User & destination from the User selector
   - Choose their email address to call their softphone, or
   - Choose one of their phone numbers
3. Click the ICOM button to start the call
4. Click the Hangup button to end the call

Make an Intercom Call

TURBODIAL

Required:

- You have no active call

Operation:

1. Choose your Calling Device   **Softphone-to-softphone call**
    - 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   **ICOM**
4. Click the Hangup button to end the call

Warm Transfer a Call to a <u>User</u>

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
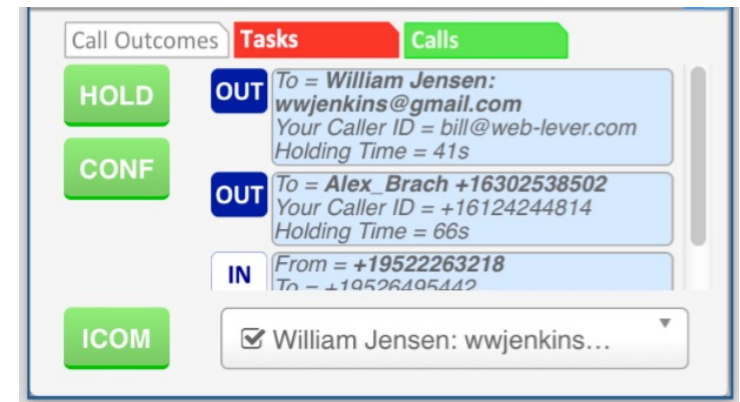
Important Details

- 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 <u>not</u> 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


```
CALL   Thu, 19 May 2016 16:18:20 -0500    ▲ + ↑
       Spring Sale Flyer
       From = Cell Phone IL at +16302538502
       Lookup = Ralph Strazinski, StratCo Inc
```

See the User Guide for Inbound Calls at http://turbodial.biz for full details on call ownership

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
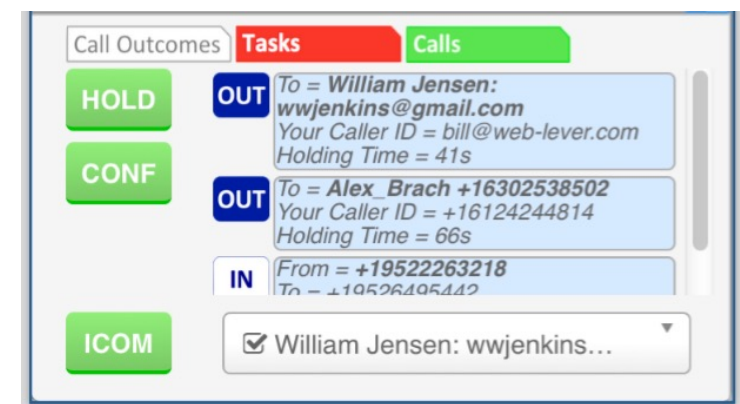
Some Details about Intercom Calls

- 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
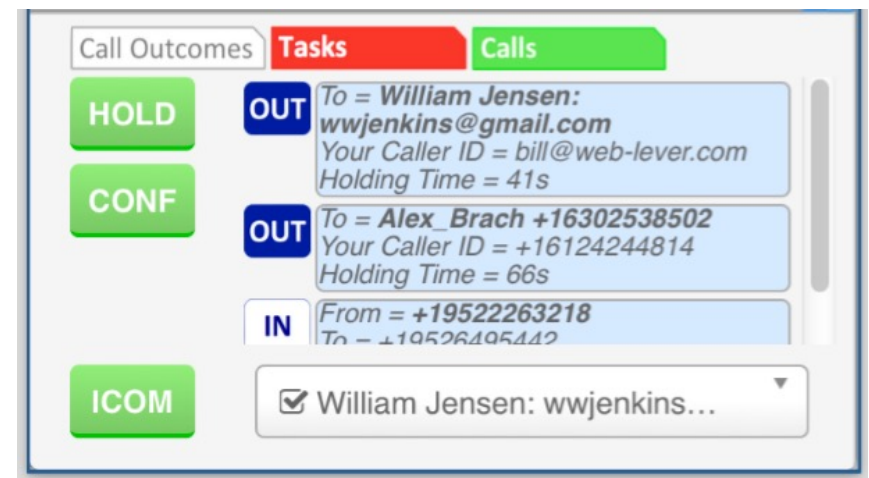
Some Details about the User Selector

- 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

TURBODIAL
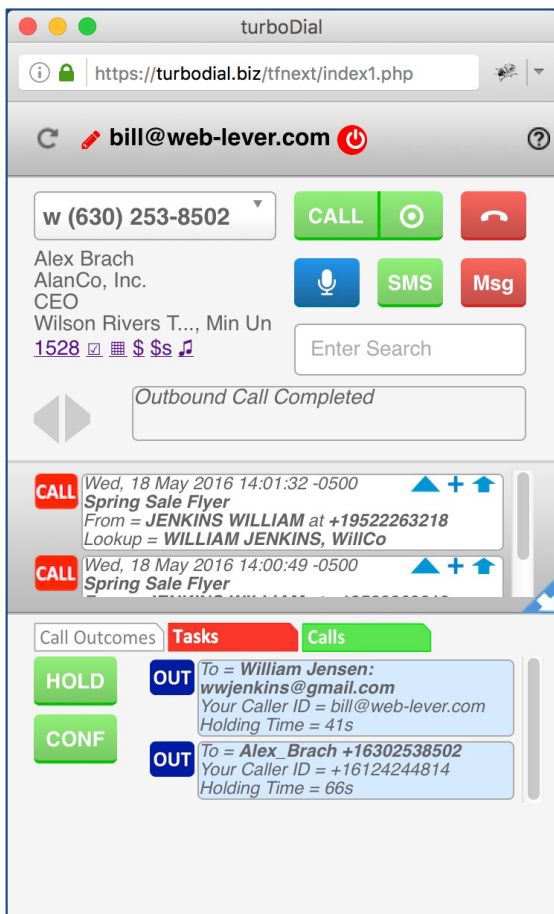
**Enhanced Call Handling
& Enhanced Inbound**

Bonus Features

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