

CONTEXT

AUDIENCE	Labor Body staff and volunteers making calls on the Scale to Win Dialer.
PURPOSE	<i>This document guides users of the Scale to Win dialer through the process of making phone calls.</i>
CONTENTS	→ PREVIEWING THE SCRIPT → MAKING CALLS

For a video overview of how to make calls on the Scale to Win dialer, go to this link:

 [How to Make Call with the Scale to Win Dialer!](#)

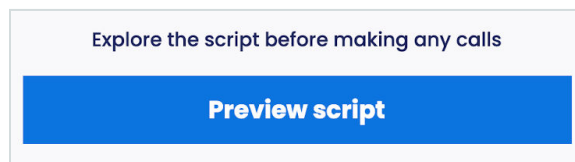
PREVIEWING THE SCRIPT

STEP 1

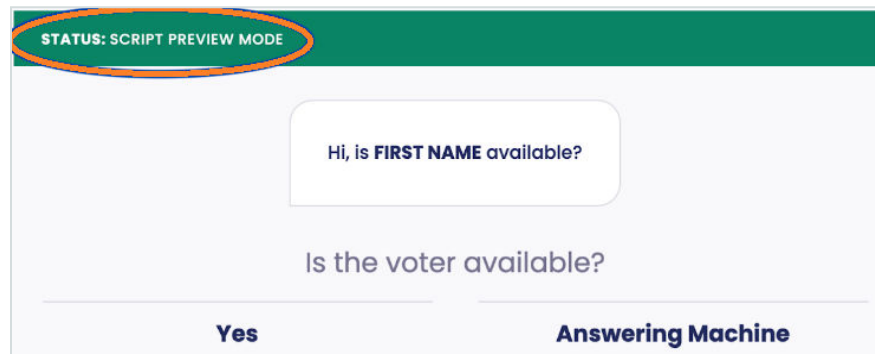
Navigate to the link provided by your phone bank lead using Chrome, Safari, or Firefox, on a phone, computer or tablet.

STEP 2

Select **Preview script**.



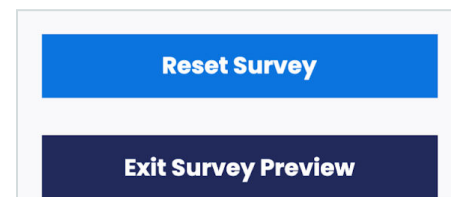
Practice saying the script out loud before talking to a live human on the other end.



STEP 3

At the end of the preview script, select **Reset Survey** to go through it again, or **select Exit Survey Preview** to start making calls.

Tip: If you have any questions about the script, reach out to the phone bank lead for your campaign.



START MAKING CALLS

STEP 1

First, choose how to connect:

- **Select *Call with this device*** to make phone calls using your web browser on a computer, tablet, or smartphone. The audio of the calls you make will come through the device.
- **Select *Call with this device + phone for audio*** to use your phone for the audio of your calls, and follow the script and answer the questions on your computer.

Use a computer, smartphone, or tablet for both the call script and call audio

Call with this device

Use a computer, smartphone, or tablet for the call script and a phone for the call audio

Call with this device + phone for audio

STEP 2

Next, enter your phone number and name, and **select *Get started***.

If you are using the *Call with this device + phone for audio* option, call the phone number on the next screen to connect to the dialer.

Phone

Name

This information will NOT be viewable by the people you are calling. It will only be shared with the organization or campaign you are making calls with.

Get started **Call another way**

STEP 3

Select *Start calling* and wait to be connected to a call.

You can see *Status: In The Call Queue* in the upper left in gray, which confirms you are waiting to be connected.

Start calling

STATUS: IN THE CALL QUEUE..

STEP 4

When the dialer connects you to a contact, **start talking immediately**. You will know you are connected because:

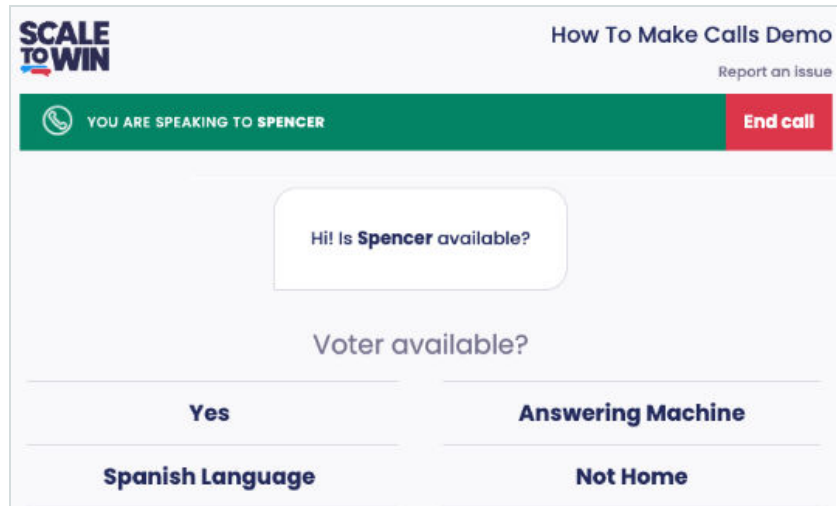
- The status bar at the top of your screen will turn green and say, “YOU ARE SPEAKING TO [NAME].”
- The call queue screen will transition to now show the first page of the call script.
- You will hear a high-pitched “plink” sound.

STEP 5

Follow the script and mark the answers to the questions.

Each time you record an answer, it will bring you to the next part of the script.

Select *Change previous answers* if you need to go back and change an answer.

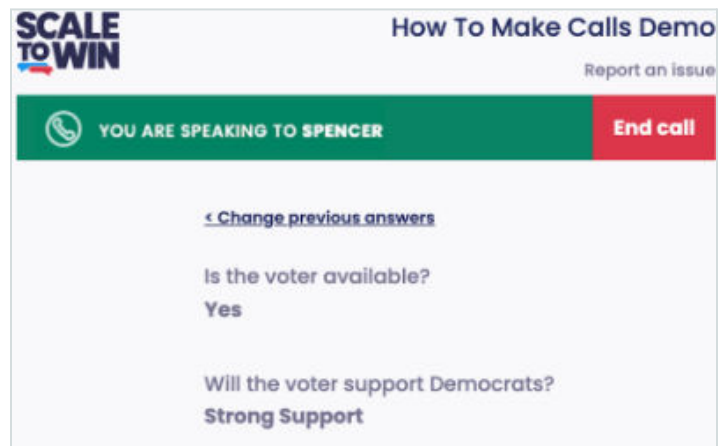


STEP 6

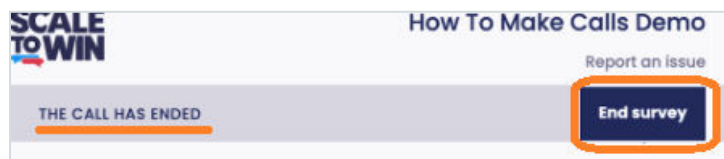
When you complete the script, you will see a summary of what you recorded.

Select **End call**.

Warning: Do not hang up your phone, if using one.



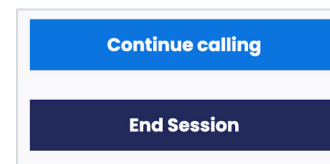
If the call disconnects during your conversation, select *End survey* in the top right corner of your screen.



STEP 8

To continue making calls, select **Continue calling**.

When you're ready to stop, select *End Session*.



Thank you for your efforts to have these important conversations. Happy dialing!