THE CALL CENTER

UNDERSTANDING OF SERVICES:

- ROBO Calls (Introduction Phase) (A short voice recorded message will be broadcasted to the database)
  - A report showing the broadcast status; Total Dialed, Answered, No Answer, Busy, Answering Machine
- Live Calling (Persuasion Phase) (The Call Center's personnel will call your database of phone numbers)
  - Reports that summarize the calls dispositions (such as Yes, Undecided, Signs, Rides/Absentee, and Volunteer/Donations) will follow this schedule; Monday & Tuesday will be emailed on Wednesday, Wednesday & Thursday will be emailed on Friday, Friday – Sunday will be emailed on Monday
- "G-O-T-V" (Final Phase) (ROBO & Live calls based on responses from the persuasion phase)
- Polling / Surveys (Live or ROBO - Press 1)
- Virtual Calling Center (Your family, friends and volunteers make the phone calls)
  - The Call Center will host, set-up, give reports and provide the initial training
- Services: Registration Data, Phone Numbers, Campaign Signs, Palm Cards/Literature, Canvassing (yard sign / literature delivery)
  - The Call Center can obtain these items for you through associated vendors

WHAT WE NEED FROM YOU:

- We need your database with phone numbers to be in a suitable format (txt, csv, dbf or excel) to use in our systems
- We will need your Campaign's number to be used as the Caller ID number
- You will need to provide us with your platform, bio or background information
  - Tell us what information you want collected and reported
- If necessary, draft of design / colors / information / pictures for Literature or Signs
- Valid email address to communicate effectively
- Your payments as scheduled