Step-By-Step to Make Calls for Joe Biden

Phone banking is the only way we have to directly connect with voters this election season.

To make calls for Joe, you need a cell phone and a laptop or computer. You need to have Chrome or Firefox downloaded as your browser. You will be making calls through a “dialer”. You will be using your own phone, but the dialer will assign you a number once you dial in and give your pin (more on that below). And if you have never made any calls for Joe before or signed up for a call training before, you will need to sign up to make calls with the Biden campaign - here is the link: https://www.mobilize.us/2020victory/event/291103/. But you don’t need to wait to make calls. Here are the other links you need to get going right away:

A. Preview the script:


Take a few minutes to preview and practice the script. Practicing the script will make it feel more natural when you are talking to a caller. The script does change frequently depending on what is happening so you should briefly preview the script every time you call.

Click on the response buttons and see what comes up with each one. Follow each response to the end and get familiar with the choices. It all looks pretty much the same when you actually start making calls except for:

1. When you get connected to a caller, that person’s full name and possibly some personal information about him or her will be in the upper left portion of your screen. The person’s first name will be inserted into the script where it says: “is [name] available.
2. The choices to click on to code and save the call will be on the bottom left of your screen when you are actually making calls.

B. Connect to the Dialer:

https://thrutalk.io/caller/login/dem2020victory

Click on this link. Fill in the ThruTalk form with your name, email, and phone no. You will then get a User ID and Log in for Live Vox. The User ID and Log in will be at the top left of your screen. This is a one-time use duo so no need to record these-simply copy and paste them into Live Vox.

In the next screen, you will see the “Service” which is the list that you will get your calls from. There is usually only one list at a time so there is nothing you need to do there.
But you need to UNCHECK the box that says “Call Using Computer”. This seems counterintuitive but you want to uncheck this as doing so connects you to the dialer, and will enable you to call through your cell phone instead of having to use the computer audio and speaker. The dialer allows for less of a time lag between the caller being on the line and coordinating with the script, and the sound quality will be better for you and the person you are calling.

After you enter the User ID and Log in code, a phone number and pin number will immediately come up on your screen. Dial the number on your phone and enter the pin, and you are now connected to the Democratic Dialer. When you are ready, click on “Start Making Calls” on your screen, and you are on! You will see the clock starting indicating that the Dialer is looking for a caller or you.

C. Tips

1. When you are connected to an actual caller, you will hear a beep: the beep indicates that a caller is on the line - you should begin talking: “Hi, My name is Sheila, and I am a volunteer with the Democratic Party. Is ______ available?” You may not see the person’s personal info at first but it will pop up so just start talking when you hear the beep. Otherwise, the person will hear dead space. You will most likely NOT hear the person say “hello”.
2. On the top left of your screen, once you are on the Dialer, you will see: “Ready to Make Calls, and “Not Ready to Make Calls”. Whenever you want to take a break, click on “Not Ready”, and click back to “Ready” when you want to call again.
3. Don’t hang up your phone between calls. But if you do, the phone number and pin can be accessed again to get you back on the Dialer.
4. Keep a smile in your voice, be respectful, be enthusiastic. If you don’t know the answer to a policy question, refer the caller to JoeBiden.com. If someone is a Trump supporter, be respectful, end the call and save it appropriately.
5. Do complete all of the script response questions and remember to code and save your answers before moving on to the next call. The coding choices are:

D. What about Slack?

Slack is the virtual campaign office for campaigns across the country. Many campaigns have their own pages, or workspaces. The Biden Slack workspace is called 2020 Victory and you can access it by downloading Slack and searching for “volunteerteam2020.

“Channels” on Slack are dedicated pages- for Biden phone banking, it is called the “call-crew” channel. You can find Key Links on the call-crew channel to get quick access to Preview the Script, the Dem Dialer, and the Dem Dialer Guide. The Biden campaign also wants to create a expandable community of volunteers through their Slack site (as do all of the campaigns). Here is the link to sign up for the Biden 2020 Victory Slack page: https://www.mobilize.us/2020victory/event/291103/
THANKS! WE HOPE TO SEE YOU ON ZOOM, WE WILL BE THERE EVERY SATURDAY AT 1 P.M. TO MAKE CALLS and for more training as well. The link to sign up for our Saturday on-line training/phonebanking calling is https://www.mobilize.us/napavalleydems/event/292325/
Questions? Call me at (707) 337-2716. Sheila Barry

One last link: The Dem Dialer Guide is at: https://docs.google.com/document/d/1zy3zSUKbJiJJWBWNHQGhG0dt2sHlaqR0cl1nn9muT_U/edit