

Pre-shift



OFFICE STAFF WILL SEND AN EMAIL REMINDING PHONE REPS OF THEIR UPCOMING SHIFT



GROUP REP REPLIES CONFIRMING UPCOMING PHONE SHIFT



OFFICE STAFF WILL REPLY WITH THE COORDINATES



THE GROUP PHONE REP THEN ASSIGNS PHONE VOLUNTEERS TO THEIR RESPECTIVE PHONE LINES, AND DISSEMINATES THE COORDINATES TO THEIR VOLUNTEERS.

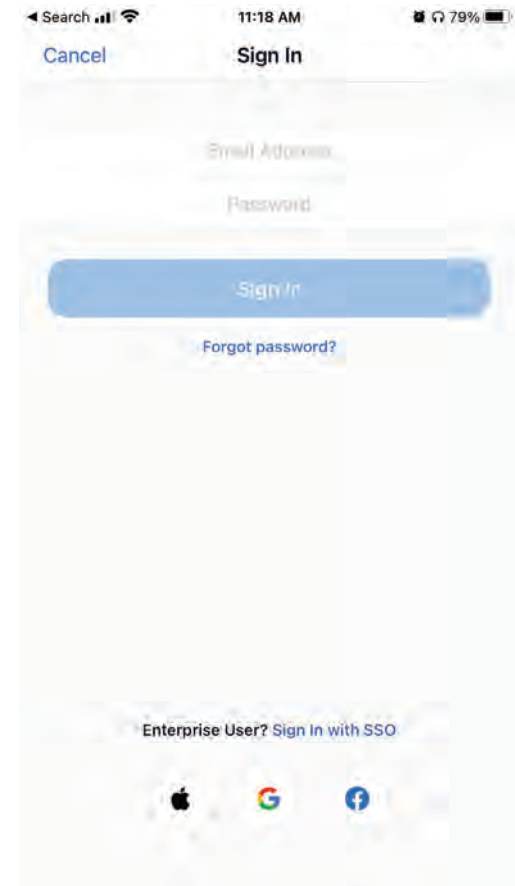


GROUP PHONE REP EMAILS OFFICE STAFF THEIR VOLUNTEER ASSIGNMENTS (PHONE LINE, NAME & PHONE NUMBER) AT LEAST 3 DAYS BEFORE THE SHIFT

Signing On

- ❖ NOTE: Please do not attempt to sign on unless it is the start of your shift otherwise you will "bump" the current volunteer out of their shift.
- ❖ First, you will need the Zoom app on your device. If you do not have it, it can be downloaded for free on the Apple App Store/Google Play Store etc.
- ❖ Second, if you are signed on to your personal Zoom account, you will need to sign out.
- ❖ Once signed off, log in with the coordinates you received from your group phone rep.
 - ❖ It will be one of these three email addresses:
 - ❖ helpdesk1@vancouveraa.ca
 - ❖ helpdesk2@vancouveraa.ca
 - ❖ helpdesk3@vancouveraa.ca
- ❖ Enter the password you received from your group phone rep.
- ❖ You should now be logged into the system!

Signing On



The "Tips" & "Please Do's"

- ❖ Once logged on, please text a group chat (including all 3 lines and staff): your first name, and shift (eg. Cindy 5:30 – 10pm)
- ❖ Please read the "Announcements" chat
- ❖ Your phone will likely ring with a different ring tone than your personal phone line
- ❖ Incoming calls will be on a rotating system
- ❖ Your personal phone number is not shown when you call out, or when you message on this system: it is confidential.
- ❖ When you answer a call, please state something like: "_____ speaking, how may I help you?"

"Cannots & "Please Do Not's"

- ❖ Please do NOT take phone numbers from people contacting the hotline without their consent to message/call them on your personal time. This is unsafe for callers and inappropriate.
- ❖ You cannot access the Fellowship Room on the same device you are using to answer calls; you need two separate devices.
- ❖ Please do not make personal calls or use for personal text messaging; hotline related use only please.
- ❖ Please do not change your username, or any other settings during your shift (eg. from "Helpdesk1" to "Big Guns")

General Troubleshooting

- ❖ Your phone does not allow the app to run in the background
-> Access your personal phone settings
- ❖ The app closes when your screen locks
-> Access your personal phone settings
- ❖ Make sure you are using the latest version of the app



Troubleshooting speaker issues

- ❖ Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker



- ❖ Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- ❖ Try using earphones.
- ❖ Try restarting your mobile device.
- ❖ Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)

Troubleshooting microphone problems

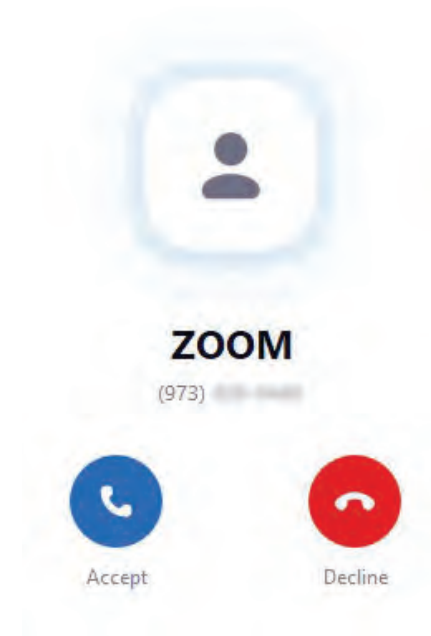
- ❖ Ensure the microphone is not on mute. If you see the muted **Audio** icon  in the meeting controls, tap it to unmute yourself
- ❖ Ensure you have connected your mobile device's audio. If you see the following **Join Audio** icon  in the meeting controls, tap it and select **Call Over Internet**.
- ❖ If prompted, allow Zoom to access your microphone.
- ❖ Try using earphones with a microphone.
- ❖ Ensure Zoom has access to your device's microphone.
 - ❖ **iOS:** Go to **Settings > Privacy > Microphone** and switch on the toggle for Zoom.
 - ❖ **Android:** Go to **Settings > Apps & notifications > App permissions** or **Permission Manager > Microphone** and switch on the toggle for Zoom.
- ❖ Ensure that no other applications are using the microphone at the same time.
 - ❖ **iOS:** Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - ❖ **Android:** Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.

Receiving a Call

This is what the keypad looks like to call out to someone (another help desk, to office staff etc.)



This is what an incoming call looks like. It will show the person's name and phone number (unless private)



Transferring

- ❖ Only transfer to one of your fellow phone volunteers, a staff or the office manager. Do not transfer to any other company contact.
- ❖ Why transfer to a fellow phone volunteer?
 - ❖ Caller wishes to speak with someone of their own gender
 - ❖ Phone volunteer is unsure of how to address the caller's needs, whereas fellow phone volunteer has experienced the issue in question
 - ❖ Caller speaks a foreign language that fellow volunteer also speaks
- ❖ Why transfer to a Staff or the Office Manager?
 - ❖ Literature orders.
 - ❖ Appointments for literature pick ups
 - ❖ Central Office business
 - ❖ Group information changes
 - ❖ Member inquiries
- ❖ On weekends and at night you may transfer to Office Manager (201) and her voice mail will pick up if she or staff on duty do not.

How to transfer a call

How do you transfer a call?

A) On the dial pad push "transfer"

B) Dial the transfer number

Office Manager (Colleen)
is **201**

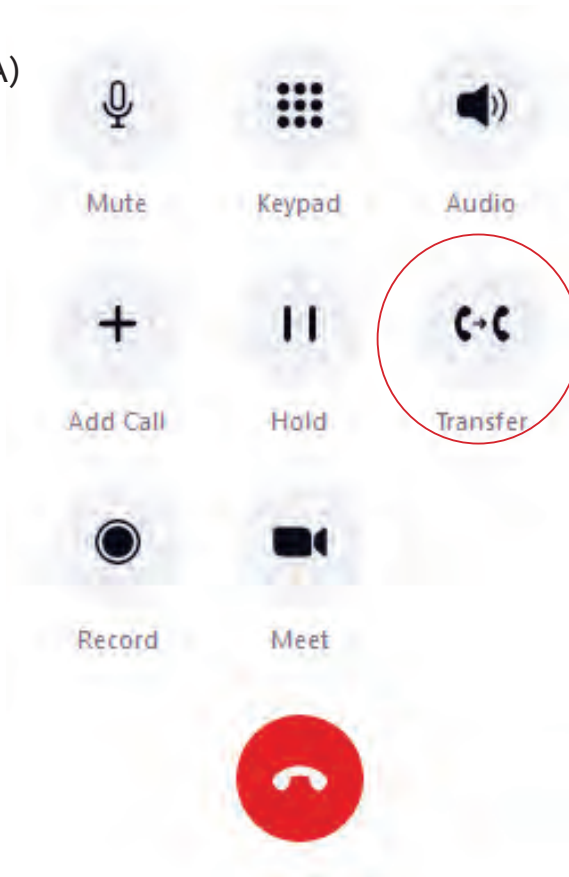
Special Workers (Linda or
Lori) is **202**

Help desk 1 is **301**

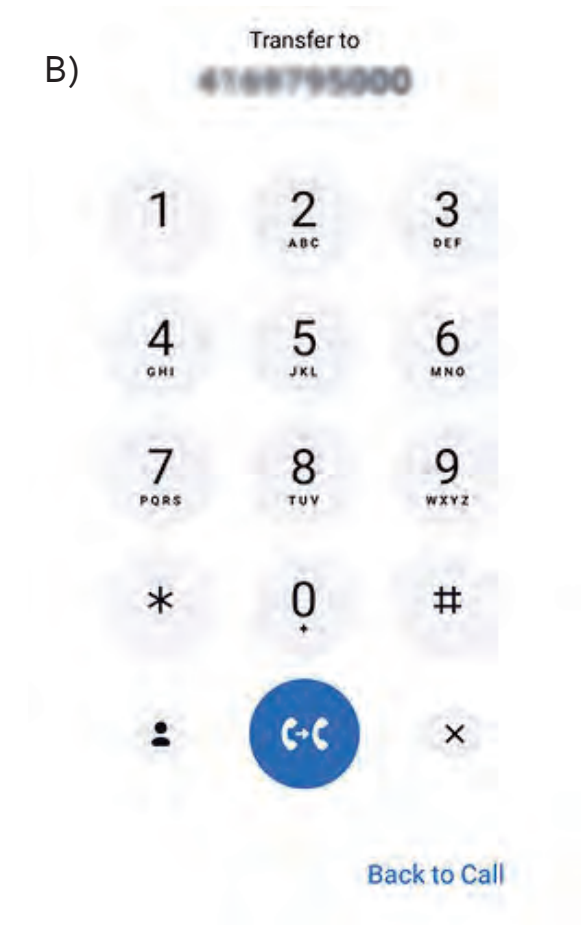
Help Desk 2 is **302**

Help Desk 3 is **303**

A)



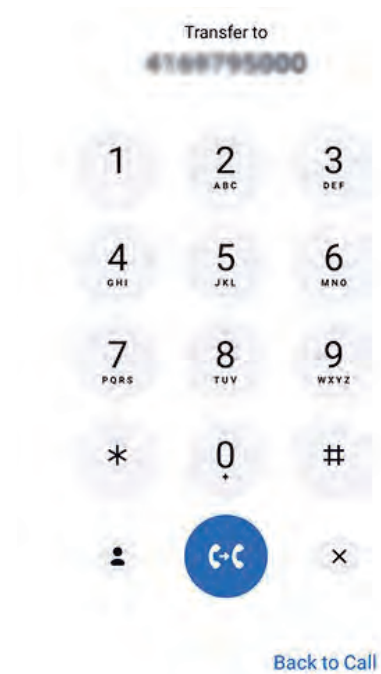
B)



How to transfer a call (continued)



C) Push the blue transfer button.



D) After pushing the blue button, three transfer options will appear. Select:

- 1. Warm transfer:** Push this and the caller will be put on hold and you will be connected with the 3rd party (eg. Help desk 2). You can inform the 3rd party (eg. The caller is a male requesting to speak with another male). Once completed, push the transfer button again and they will be connected, and you will be dropped from the call.
- 2. Blind transfer:** Push this button and the call will immediately be transferred and you will simultaneously be dropped from the call.
- 3. Transfer to VM (not activated).**

Warm Transfer

Speak to the new agent before transferring

Blind Transfer

Transfer without speaking to the new agent

Transfer to Voicemail

Transfer directly to the new agent's voicemail

Cancel

How to text/ chat



Click on "Meet and Chat" in the bottom left corner.



Click on the person you would like to text with (Eg. Helpdesk1)



Write a message and send!

Important Notes About Chats

- ❖ At present we only offer chat amongst staff and the three help desks. Not other contacts in the company directory.
- ❖ Before your shift ends, please clear all chats/ text messages:
 - ❖ First, click on the chat you wish to clear.
 - ❖ Next, in the top right-hand corner of the screen, click the small case "i" that is circled.
 - ❖ Finally, click "Clear Chat History"
 - ❖ Note: if it is a multiple party chat (Eg. 3 or more people in the chat), "Clear Chat History" may not appear, so you will likely need to scroll to the bottom of the screen and click "More Options". Finally, scroll to the bottom of that screen and click "Clear Chat History"



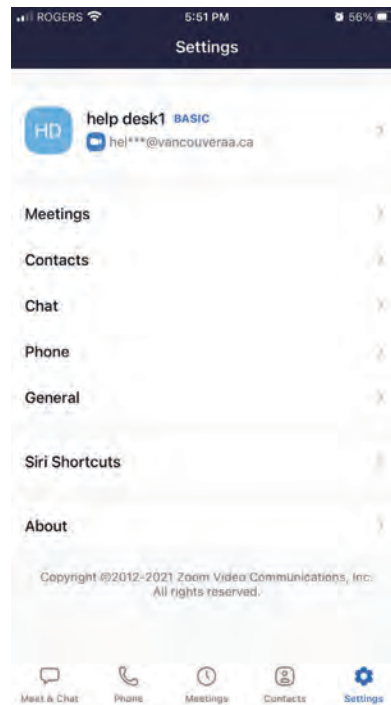
This is meant to be a safe way to interact with other members while doing a telephone shift.

Please be mindful of what you are messaging to other members in the chat.

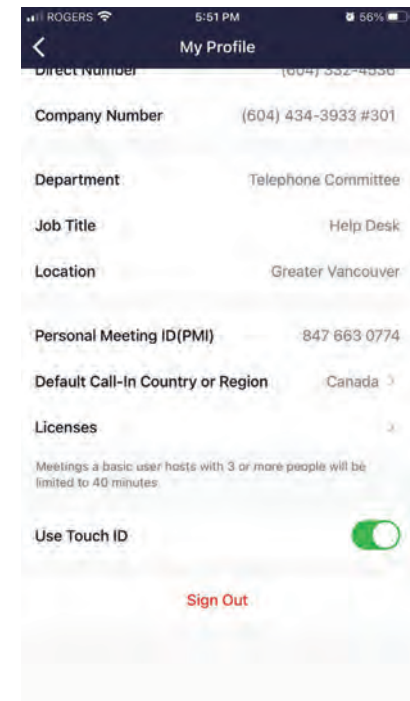


Signing Out

In the bottom right corner of the screen, click on "Settings" and click the account name (see example below - Help desk 1)



Scroll down and click "Sign Out" at the end of your shift.



Reminder: these are the same instructions to follow when signing out of your own personal account prior to a phone shift.