



Broadstripes Call Center Training

LETS GET STARTED



WHAT: In recent weeks, the administration has launched attacks on AFGE and its members.

Through unlawful national security exclusions nearly all members of our union have been denied their union rights under law and contract. As a part of that attack, federal agencies have dropped nearly all members from payroll dues deduction, meaning they need to sign back up as members to stay in the fight.

Why has the administration done this? This attack on AFGE is because we are the only thing standing in the way of the administration's effort to abolish the federal workforce.

WHY: If we save our union, we save our jobs. If we lose our union, we lose our jobs—and the federal workforce that serves America.

We must keep our members engaged and in the fight. We are asking everyone to rejoin through direct pay using AFGE's E-Dues system.

Talking Points for Staying AFGE Amidst Attacks on Our Union Rights

1. AFGE is not going anywhere. Just because we don't have a contract doesn't mean we don't have a union.
2. Our Union is the only thing standing between us and a loss of our job. The attack on our union is the first blow in an attack against our agencies themselves and our jobs. Staying together and staying union is essential to protect our agency and prevent our work from being lost to privatization.
2. Our union has won its biggest wins through grassroots lobbying. Lobbying is how we got bargaining rights in the first place, labor rights, and how we got the largest pay raise in federal history.
3. We are actively challenging these messy, illegal assaults on our rights through the legal system. We are fighting to win back everything we had, and to keep building from there.
4. The only way to win back all we had in our contracts—whether it's leave, overtime, and more —is by standing together as a union. We can't win back our union rights if we give up our union.
5. Your union provides representation to members in disciplinary actions, EEOC cases, workers' compensation claims, and more.
6. Exclusive member benefits such as free or nearly free college education for you and your extended family are only available to members.
7. We need every single member to stand up and fight for our rights, our jobs, and our future. Stay engaged, support our efforts, and remember: our power as a union is our most valuable asset. Stay union, stay strong.

Quick Links

Your Turf

Your Leaders

Project Overview

Recent Changes

Quick Links

Members Not Yet On EDues



Potential Members For Edues



full site | mobile site

save | ch

Sort by ▼

Showing 0 contacts



Call Center settings

Project settings / Call Center settings

- Pools
- Scripts
- Callers
- Locks (0)
- Other settings

Call pools

Delete

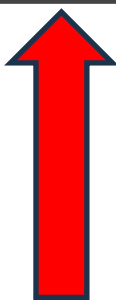
showing 2 of 2 call pools

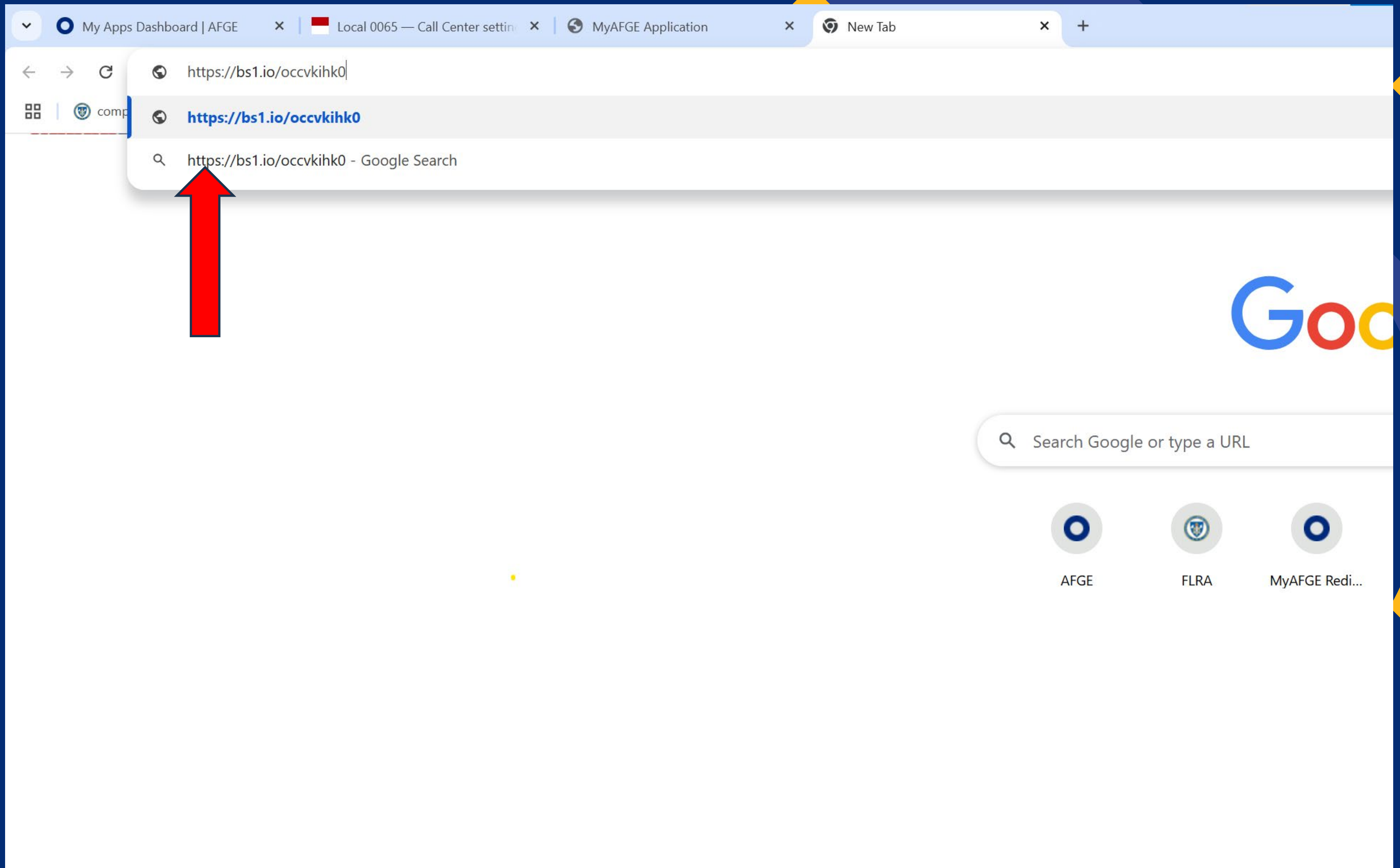
Default filters

Toggle filters

	Name	Peo...	Script	Start time	End time	Created	Ses...	Created by	Active	Type	Actions
<input type="checkbox"/>				mm/dd/yyyy → mm/dd/yyyy	mm/dd/yyyy → mm/dd/yyyy	mm/dd/yyyy → mm/dd/yyyy			<input type="checkbox"/>	(.)	
<input checked="" type="checkbox"/>	Tester	1	EDues Conversion for Memb...			03/25/2025 3:29:36 pm	0	Chrystal Killman-Johnson	<input checked="" type="checkbox"/>	Random	Link Edit Delete
<input type="checkbox"/>	Members not yet on EDues	0	EDues Conversion for Memb...			02/19/2025 1:11:05 pm	0	Sandy Weaver	<input checked="" type="checkbox"/>	Random	Link Edit Delete

Copy call pool link for "Members not yet on EDues"





CALL CENTER

Please enter your information

Continue

CALL CENTER

Welcome, David Cann.

Are you ready to start your first call?

Start calling

End call session

CALL CENTER

Call #2

[Redacted]

Agency: VA
Call Back Time:
Call Notes:
EDues Join Date:
Join Date: 5/23/2013
Local ID: L0031
Member Type: Active Member
OOU:
Pay Group: VA
Code [Dropdown]



[Redacted]

OK [Input]

[Redacted]

OK [Input]

Business

[Redacted]

x 2302

OK [Input]

Hi, this is David Cann, a member/staffer/volunteer with the American Federation of Government Employees (AFGE) Vincent's union. Is Vincent available?

Best Phone

Best Email

Call notes

Reached

Left employer

Call back later

Wrong number

No answer or voicemail

Call interrupted

Skip this person

End call session

CALL CENTER

Call #2

Agency: VA

Call Back Time:

Call Notes:

EDues Join Date:

Join Date: 5/23/2013

Local ID: L0031

Member Type: Active Member

OOU:

Pay Group: VA

Code

Home address

OK

Home

OK

2302

OK

You may have heard that the White House is trying to outlaw federal unions, and that we aren't allowed to pay union dues through our paychecks anymore.They came for our union rights, but they are coming to privatize our work and strip out jobs. To stay in the Union and stay in the fight, folks need to sign up as members on AFGE E-dues (AFGE's union-run dues system). I'm helping people to make the switch.

Most importantly, signing up on EDues now is the only way to stay a member.

Have you signed up on EDues yet?

Best Phone

Best Email

Call notes

Yes - Converted

No - Needs Instructions / More Info

Call interrupted

Go back



CALL CENTER

Call #1

[Redacted]

Agency: VA

Call Back Time:

Call Notes:

EDues Join Date:

Join Date: 12/9/2008

Local ID: L0031

Member Type: Active Member

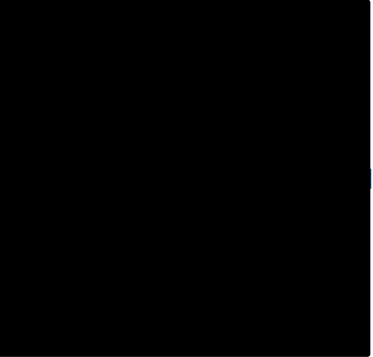
OOU:

Pay Group: VA

Code 



Home address



[Redacted]

OK

[Redacted]

OK

x 5518

Check it out via joinafge.org/L0031.

I can text the link.

Is this the best number to text?

NOTE: Send the E-Dues link for their specific local.

Has questions


Call interrupted

Go back

Best Phone

Best Email

Call notes





Are you a retired member?

Retiree Status

CONTINUE

**Text the link to the
members
Local to them:
[Joinafge.org/LXXXX](https://joinafge.org/LXXXX)**



CALL CENTER

Call #1

[Redacted]

Agency: VA

Call Back Time:

Call Notes:

EDues Join Date:

Join Date: 12/9/2008

Local ID: L0031

Member Type: Active Member

OOU:

Pay Group: VA

Code 



Home address



[Redacted]

OK

[Redacted]

[Redacted]

5518

OK

[Redacted]

Give them a moment to ask their questions. Use a FAQ sheet to answer as best you can. Based on the worker's questions, update the Call Notes and if necessary, update the assessment code shown above the script.

Continue

Call interrupted

Go back

Best Phone

Best Email

Call notes

Frequently Asked Questions (FAQs)

Issues or Errors on AFGE.org

Q: Where can I report an issue or error on AFGE.org?

A: [Click here to report an issue or error.](#)

Questions about My Local or District Office

Q: How do I find my Local/Contact Information for my Local?

A: Contact Membership & Organization at (202) 639-6410 or email modquestions@afge.org

Q: How do I find my District/My National Vice President?

A: Check the District map at [Contact Us Page](#)

Q: To whom do I send notifications of change in officers for my Local?

A: Contact the National Secretary Treasurer's Office (nstquestions@afge.org)

Q: How do I submit AFGE Contracts, Agreements, Leases, etc.?

A: [Click here for information on submitting AFGE Contracts, Agreements, and Leases, etc.](#)

Representational Questions

Q: What agencies does AFGE represent?

A: Go to: [Agencies](#)

Q: How do I join AFGE?

A: Go to: [Join AFGE](#)

Q: How do I find out if AFGE represents my bargaining unit where I work?

A: Contact the **District Office** for your state: [Contact Us Page](#)

Q: Is there an AFGE representative at my worksite?

A: Contact your District Office via the [Contact Us Page](#)

Q: My office currently does not have a union. How do I get AFGE representation at my job?

A: Contact Membership & Organization at (202) 639-6410 or email modquestions@afge.org

Q: Where can I get a copy of my Collective Bargaining Agreement.

A. If your local is a member of a collective bargaining council, contact the Field Services & Education Dept. at 202-639-6406. If not, contact your Local President or your District NVP

Website/Profile Questions

Q: I'm having trouble logging into the website and/or need to change my password.

A: Contact helpdesk@afge.org

Q: Who do I contact about building a website for my Local/District Office/Council? (Note: locals cannot obtain afge.org emails. [We can, however, help them enroll in Office 365 Small Business or Small Business Premium Accounts with a custom domain](#)).

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Top News

AFGE Will Challenge Trump's Illegal Directive Outlawing Federal Unions

Chaos and Corruption Weekly Digest: Week 10

GOP Lawmakers Push Through Legislation That Would Let Trump Abolish Any Agency without Congressional Oversight

Trump Tragedies: USAID Employee Tells Their Story

AFGE Condemns Trump's Retaliatory Attempt to Outlaw Federal Unions

MAKE THE SWITCH TO E-DUES TODAY

SIGN UP!



AFGE STRONG

Executive Action Toolkit

AFGE E-Dues

AFGE Events

Event Calendar is for Members Only. Please [Log In](#) to see our calendar of events.

LOG IN!





CALL CENTER

Call #1

[Redacted]

Agency: VA

Call Back Time:

Call Notes:

EDues Join Date:

Join Date: 12/9/2008

Local ID: L0031

Member Type: Active Member

OOU:

Pay Group: VA

Code



Home address

[Redacted]



[Redacted]

OK

[Redacted]

OK

5518

Are you ready to stand with your co-workers and switch to EDues.

Based on the worker's answer, update the assessment code shown above the script. Make a note in the Call Notes to explain change in code.

Best Phone

Best Email

Call notes

Yes

No

Undecided

Call interrupted

Go back



CALL CENTER

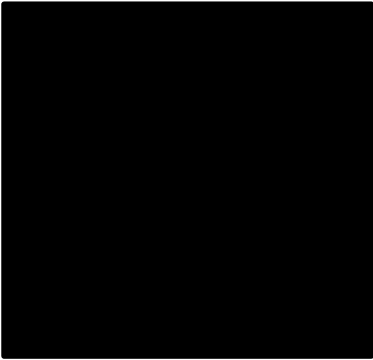
Call #1

[Redacted]

Agency: VA
Call Back Time:
Call Notes:
EDues Join Date:
Join Date: 12/9/2008
Local ID: L0031
Member Type: Active Member
OOU:
Pay Group: VA
Code [dropdown]



Home address



[Redacted]

OK

[Redacted]

[Redacted] 518

OK

[Redacted]

Do you mind if I follow up with you in a few days to check in?

This conversion process is so important! Of course, you can reach out to me at _____.

Let's do this!!!

Needs Follow Up

Refused

Call interrupted

Go back

Best Phone

[Redacted]

Best Email

[Redacted]

Call notes

[Redacted]





CALL CENTER

Call #1 [Redacted]

Agency: VA
Call Back Time:
Call Notes:
EDues Join Date:
Join Date: 12/9/2008
Local ID: L0031
Member Type: Active Member
OOU:
Pay Group: VA
Code



Home address



[Redacted]

OK

Business

[Redacted]

OK

5518

Oh, great! Way to stand with your coworkers!

I will stay on with you to answer any questions you might have.

Use talking points as needed and wait for them to complete the process.

1. First, let's go to the secure local website, joinafge.org/L0031

Give them their local number to complete the link.

2. From the dropdown menu labeled "Select Agency," choose the federal agency you work for.

3. When you are asked if you are retired, choose "No."

4. Click the "CONTINUE" button to move to the next step in the enrollment process.

5. Fill out all the required fields, including your name, contact information, and details about your employment.

6. Select your preferred payment method for dues. Options include: Credit Card, Debit Card, Apple Pay, Google Wallet, or Bank Draft (ACH).

Remember: Your financial information is private and we want you to keep it that way. Please do not share any of it during this call.

7. Carefully review all the information you've entered to ensure it's correct. Once you've confirmed everything, sign and click "Submit" to finalize your membership.

8. After submitting your enrollment, you'll receive a confirmation email or message verifying your membership and payment setup.

Converted

Call interrupted

Go back

Best Phone

Best Email

Call notes