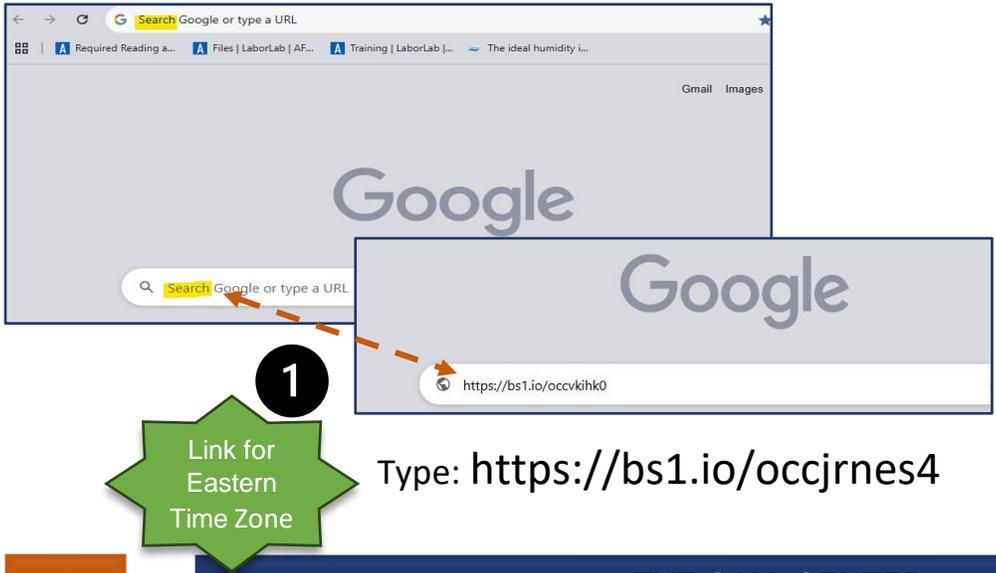




# E-Dues Call Center- Action Steps

1

## Review Talking Points Handout - Start Online



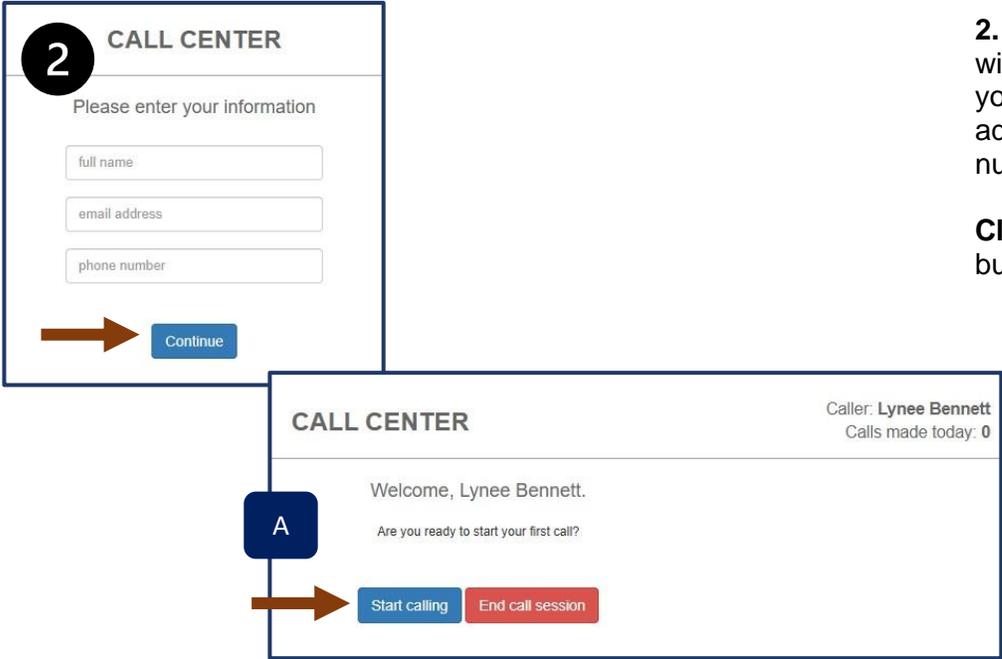
1.To begin the call process, open your search engine: Google or Bing. Use either search area (highlighted in yellow) type the URL: <https://bs1.io/occjrnes4>

**Note:** Use the **E-Dues Calling Times** PDF to identify links and times.

**Click** on the **Enter** key (keyboard) to begin the process.

2

## THE CALL CENTER



2. The **Call Center** window opens. Type your name, email address and phone number.

**Click** the **Continue** button.

A. Welcome page, **Click** the **Start calling** button.

## Continue Below-



# E-Dues Call Center- Action Steps

3

## CALL CENTER – Main Page

**CALL CENTER** 3

**Call #1**

**Frank**

Activist: Yes

Agency: DFAS

BUS Code:

EDues Join Date:

Gender:

Home County:

Job Titles:

Local ID: L1411

Member Type: Retired

Veteran Status:

Work Locations:

AFGE ID: 1411

Home address

2658  
Indianapolis, IN

Preferred Personal Email

@sbglobal.net

Personal Cell

(757) 407-  
OK

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

*NOTE: All data is the property of AFGE and cannot be recorded or transmitted for any purpose beyond this single call for Call Center.*

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

3. The Call Center page consist of 4 components:

- A. Member data** including their phone number.
- B. The sample script** to provide you with guidance during the call.
- C. A note section** to record facts about the call or to update calling information.
- D. The call buttons** which guide you through the call.

Continue Below-



# E-Dues Call Center- Action Steps

4

## Member Data – Call Center

**CALL CENTER**

<b>Call #1</b>	<p><b>Frank</b></p> <p>Activist: Yes</p> <p>Agency: DFAS</p> <p>BUS Code:</p> <p>EDues Join Date:</p> <p>Gender:</p> <p>Home County:</p> <p>Job Titles:</p> <p>Local ID: L1411</p> <p>Member Type: Retired</p> <p>Veteran Status:</p> <p>Work Locations:</p> <p>AFGE ID: 14</p>		<p>Home address 2658 Indianapolis, IN</p> <p>Preferred Personal Email @sbcglobal.net</p>	<div style="border: 2px solid red; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="font-size: 24px; font-weight: bold;">4</span> </div> <div style="border: 1px solid red; padding: 5px; margin-top: 5px;">       Personal Cell <b>(757)</b>  <input type="button" value="OK"/> </div>
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**4. Member Data** – This section contains their email, home, work, and cell phone numbers. Select their personal cell number (circled in red) and use the **Call Times by Time Zone** to help you select times appropriate to your location(s).



Continue Below-



# E-Dues Call Center- Action Steps

5

Scroll Down to view the **Script** & the **Call Selection Buttons**

**A.**

**5**

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

*NOTE: All data is the property of AFGE and cannot be recorded or transmitted for any purpose beyond this single call for Call Center.*

Best phone

Best email

**B.** Call notes

Reached

Left employer

Call back later

Wrong number

No answer or voicemail

Call interrupted

Skip this person

End call session

5. Use the **script** provided to guide your conversation with members.
- A.** As the conversation progresses, select a **button** for your next step with the caller. **For example:** Did you reach the member? (Reached button) Did you learn that you have a wrong number? (Wrong number button)
  - B.** Use these facts to complete the section just below the script: **“Best phone, Best email, Call notes”**. **For example:** This was the wrong phone number.



Continue Below-



# E-Dues Call Center- Action Steps

6

Call initiated and Member Reached

6

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

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Best phone

Best email

Call notes

A.

- Reached
- Left employer
- Call back later
- Wrong number
- No answer or voicemail
- Call interrupted
- Skip this person
- End call session

### 6. Call initiated.

- A. Frank is reached, select or click the “Reached” button on the screen (arrow displayed).
- B. A new script is displayed, continue.

B.

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 E-Dues now is the only way to stay a member.

Have you signed up on EDues yet?

*NOTE: All data is the property of AFGE and cannot be recorded or transmitted for any purpose beyond this single call for Call Center.*

Best phone

Best email

Call notes



# E-Dues Call Center- Action Steps

7

Continues below - after completing this script, select **Yes** or **No**.

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 E-Dues now is the only way to stay a member.

Have you signed up on EDues yet?

*NOTE: All data is the property of AFGE and cannot be recorded or transmitted for any purpose beyond this single call for Call Center.*

Best phone

Best email

Call notes

**7** Choose

- Yes - Converted
- No - Needs Instructions / More Info
- Call interrupted
- Go back

A.

7. After **reaching the member** and completing the **script**, select from the buttons at the bottom of the screen.  
A. If the caller or member says, **“Yes, converted”** select the “Yes, Converted” button.



# E-Dues Call Center- Action Steps

8.

Yes, Converted. Call Complete.

Thank you so much. Have a great day!

**NOTE:** All data is the property of AFGE and cannot be recorded or transmitted for any purpose beyond this single call for Call Center.

Best phone

Best email

Call notes

8 Call complete

Call interrupted

Go back

8. If the member has converted, you close out the call. Thank the member and then select the button “**Call complete.**” You will return to the spreadsheet or calling log, to select a new member.

End of Call