

Scale to Win Dialer Guide for DNC Call-Crew

[CLICK HERE FOR SCALE TO WIN DIALER VIDEO](#)

We use an online tool called the Scale to Win Dialer to make our calls. The Scale to Win Dialer is easy to use on a computer, tablet or smartphone. It works with most browsers, including Chrome, Firefox, Safari and Edge. With Scale to Win, you will make calls directly through your computer, with a guided script.

Please read through these instructions. Then, when you're ready to preview the script or make calls, click on this link: <https://txt.democrats.org/StartCalls>

Click on these bookmarks to be taken to each section:

[Preview the Script](#)

[Get Connected to the Dialer](#)

[Start Calling](#)

[During the Call](#)

[Ending the Call - The End Screen](#)

[Continue Calling, Take a Break or End Session](#)

[Ending the Call - How to Reach the End Screen](#)

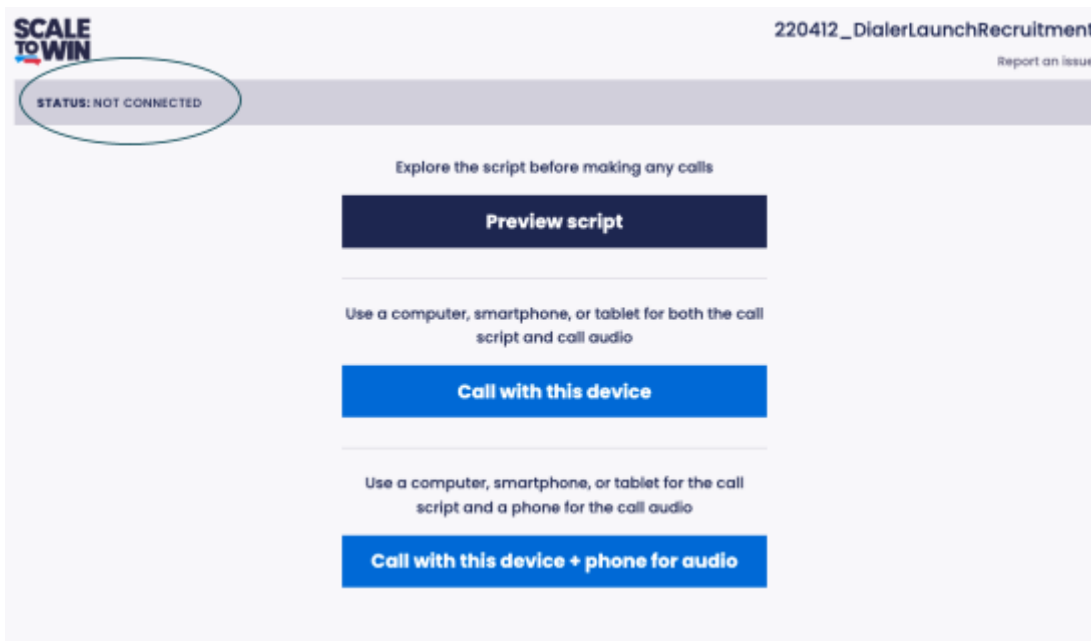
[Finish Calling for the Day](#)

[Frequently Asked Questions + Troubleshooting](#)

(Instructions continue below)

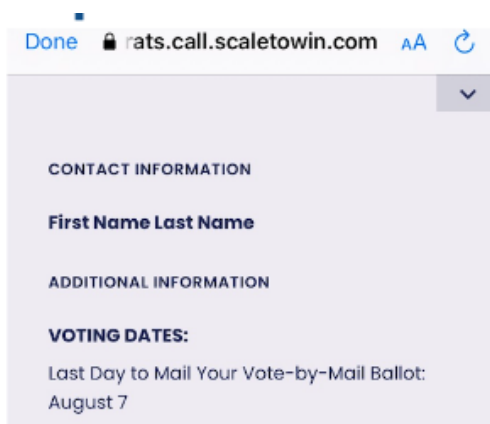
PREVIEW THE SCRIPT

After you click on the StartCalls link <https://txt.democrats.org/StartCalls>, you'll be brought to the Dialer home screen:



Click on **“Preview Script”** so you can practice with the day’s script before you start making calls. We highly recommend you practice saying the script out loud until you feel comfortable. After you click on **“Preview Script”** you'll be brought to the screen below with the first page of the script.

If you're using a smartphone or small tablet, you may see information about the voter and the election when you click on **“Preview Script.”** If so, all you need to do is click on **“Close”** at the top right of your screen to be taken to the **“Preview Script.”**



Click here on
Close to see the
script!

Once you're in the Preview Script, notice the small status bar at the top left in the screen. It says "Script Preview Mode". You'll always be able to tell the status of your call by looking here.

SCALE TO WIN

ph_stw_na_ph_dvc_gotv_20230428_dvc_ne_na_na_na

Report an issue

SCRIPT PREVIEW MODE

Exit script preview

Hello, is **FIRST NAME** available?

Canvass Result

Talking to Correct Person	This is a Voicemail
Refused/Hostile	Busy/Call Back
Wrong Number	Moved
Language Barrier: Spanish	Language Barrier: Other
Not in Service	Do Not Call
Hang Up	Deceased

In the preview script, you'll see a question at the top and the responses you can click on underneath the question. Your contact's name will be filled in when you're actually making a call. First you'll be asking to speak with your contact. Most of the time it's obvious which response to choose, but if you ever have questions you can check the Coding Guide in our Call Guide: <https://txt.democrats.org/Call-Guide>

In this preview script, you click on responses just like you will when you're making calls. Try clicking different response options while practicing the script because different options lead to different versions of the script. If you'd like to exit the Script Preview, you can click on the Exit Script Preview button on the top right.

When you arrive at the end of the preview script, you'll see a screen with a summary of the answers you selected as shown below.

SCRIPT PREVIEW MODE

Exit script preview

[← Change previous answers](#)

Canvass Result
Talking to Correct Person

Volunteer Ask
Yes - Will join training

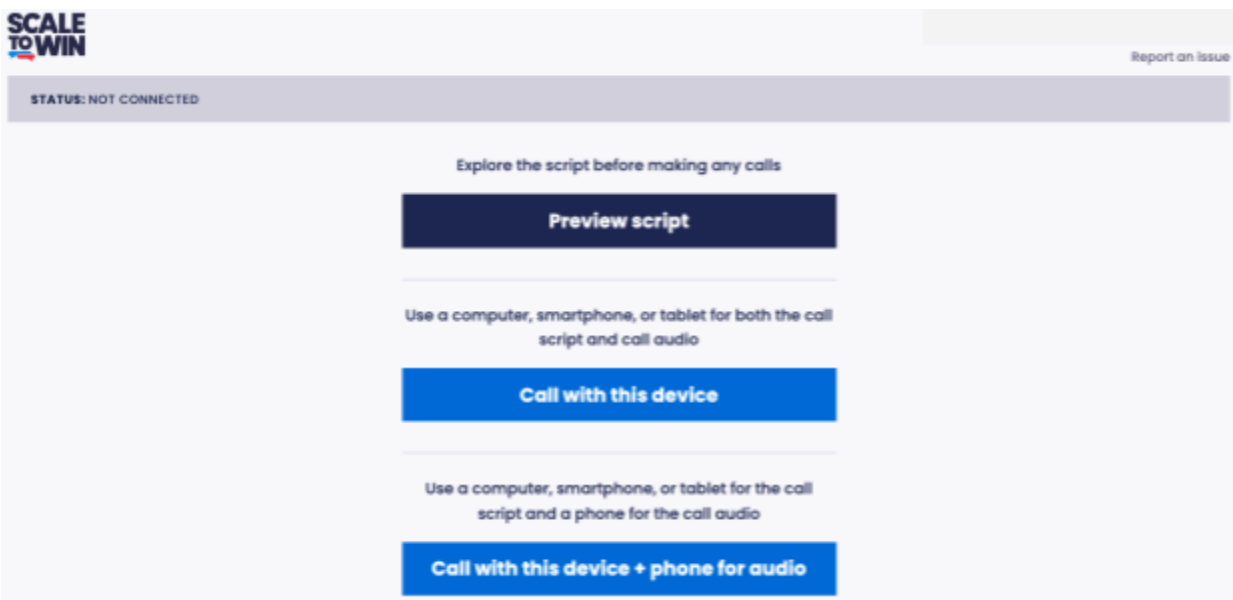
Positive Closing
End Survey

Preview Script Again

Exit Script Preview

- **“Preview Script Again”** will take you back to the very beginning of the preview script.
- **“Exit Script Preview”** will take you out of the preview script and back to the Dialer home screen, where you can start making calls.

GET CONNECTED TO THE DIALER After clicking the **“Exit Script Preview”** button, you’ll be back at the Dialer home screen and ready to get connected as shown below.



There are two options for how to connect to the Scale to Win Dialer. You may use headphones with a mic with either option if you wish.

1. **“Call with this device”** is our recommended option. You can make calls using your computer, tablet or smartphone. The audio for the calls will come through the device you’re using (e.g., your computer’s speakers). If you have a weak internet connection or you encounter any problems hearing or being heard by your contact, please use the method below, **“Call with this device + phone for audio.”**
2. **“Call with this device + phone for audio”** means you’ll use your phone for the audio portion of your calls while you follow the script and answer the questions on your computer (or tablet or smartphone browser). This option is recommended if your internet is spotty and you have a reliable phone connection (either cell or landline).

Regardless of which option you choose, the contacts you are calling will never see your phone number.

After choosing the option you’d like to use for connecting to the Dialer, you will be brought to this screen:

SCALE TO WIN

How To Make Calls Demo

Report an issue

STATUS: NOT CONNECTED

Phone

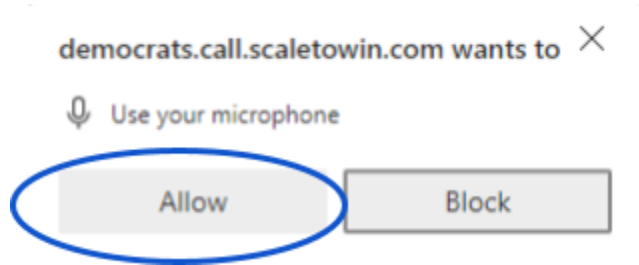
Name

Get started

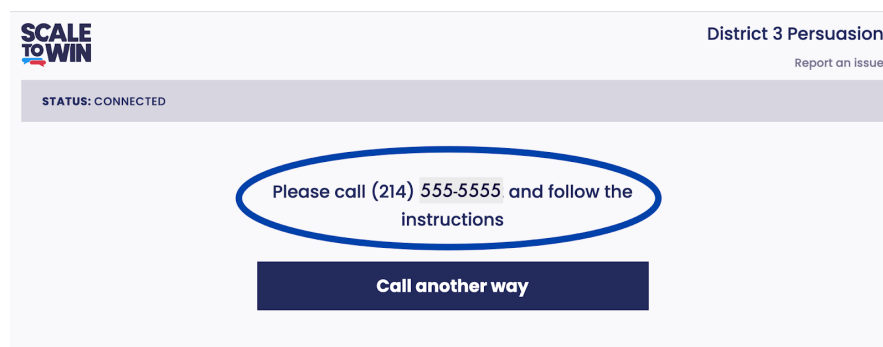
Call another way

Enter your phone number and full name, and then click **“Get Started.”** Your phone number will stay private and your contacts will not see it.

- **IMPORTANT:** If a notice pops up asking for permission to use your device’s microphone or record, be sure to click **“Allow”** or **“Yes”**. That’s so you can speak to your contact through your computer or tablet.

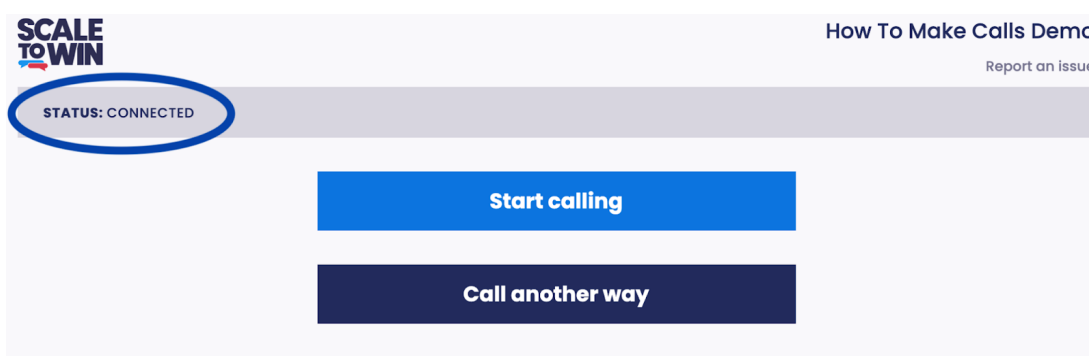


- If you are using the **“Call with this device + audio for phone”** option, the next screen (shown below) will give you a phone number to call (from your cell phone or landline) and ask you to follow the instructions. Once again, the contacts you call will never see your phone number. And remember, if you started out using a computer or tablet, you’ll still be reading the script and entering your responses there. You’ll just be using your phone for audio.



START CALLING

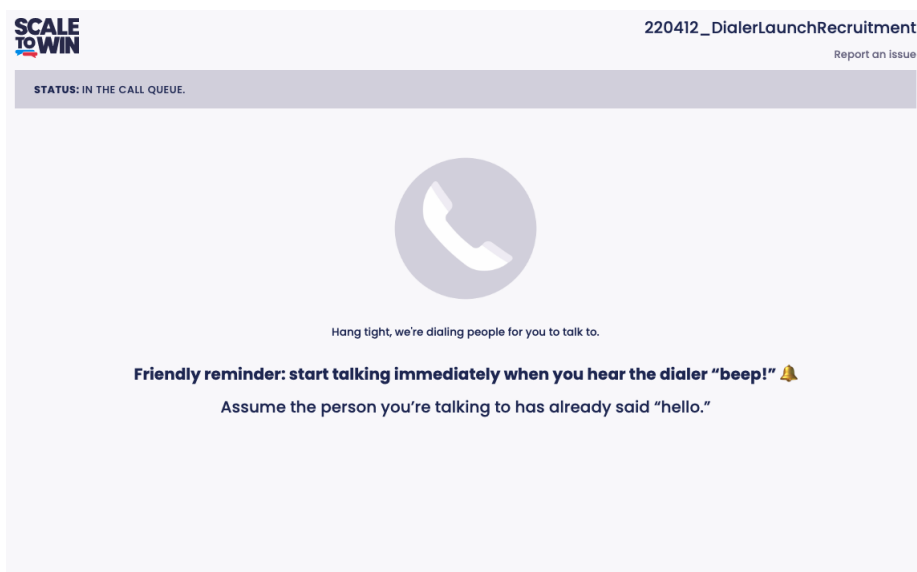
Click on **“Start calling”** when you’re ready to make calls.



Call Queue

Once you click the **“Start calling”** button, you’ll see the screen below indicating you’ve been placed in the “call queue” This means that you are waiting to be connected to a contact. It may take a while before you are connected with someone. While you’re waiting the Dialer is dialing multiple numbers at a time much faster than we can, and is screening out disconnected numbers, busy signals and households where no one answers. So it may seem like nothing is happening, but the Dialer is working very hard behind the scenes! Keep your eyes on the screen while waiting to get connected to a call.

When the Dialer connects you with someone who’s picked up the phone, the screen will change to the first page of the call script and you’ll hear a light beep.



The call queue screen that you’ll see while waiting to be connected to a call.

If you ever need to leave the queue while you are waiting, you can simply close the window. After you’ve closed the window, you can click on the original start-calls link again to resume making calls.

****IMPORTANT: As soon as you see the screen transition to the first page of the script and hear the “beep,” you should immediately start talking! You should assume that the contact has already said “hello.”****

Our system works to only connect you with people who have answered the call, so there’s a one-second delay between them picking up and you getting connected to them. By that time, they’ve probably already said hello and are waiting for your response.

Hi! My name is ____ and I'm a volunteer with the DNC Call Crew. Is Jim available?

ID

Talking to Correct Person

Not Home

Busy

Deceased

Wrong Number

Disconnected

Refused

Republican

The beginning of a script that you'll see once connected to a call.

The first page of the script will have you ask for your contact. It's important to complete the script with the correct person and not someone else in the household. Be ready to click "Talking to Correct Person" if you get the correct person so you can quickly be taken to the next page of the script. Just a reminder - if you're not sure which response to choose after asking for your contact by name, please check the Coding Guide in our Call Guide: <https://txt.democrats.org/Call-Guide>

DURING THE CALL

Following the Script and Recording Answers

As you speak with the contact, try to stay close to the script because the way the script is phrased is often based on research about how to make the most effective calls. It's also important to have a warm, pleasant tone and chat a bit the same way you might with a friend.

Each time you click a button to record an answer, it will bring you to the next part of the script.

Changing an answer

You can always go back to the previous question and change the answer if you need to, by clicking "**Change previous answers**" in the upper left corner of your screen as shown below. Clicking this will take you to the most recent question you filled in.

YOU ARE SPEAKING TO SPENCER End call

[← Change previous answers](#)

Great! I'm calling today because there's an important election coming up. Can I count on you to support our great Democratic candidates in this election?

Will the voter support Democrats?

Strong Support	Lean Support
Undecided	Lean Against
Strong Against	

The 'Change previous answers' button lets you correct or change a previously selected answer.

ENDING A CALL - THE END SCREEN

The last screen you'll see for each call is the End Screen shown below.

SCALE TO WIN How To Make Calls Demo Report an issue

STATUS: THE CALL HAS ENDED

[← Change previous answers](#)

Is the voter available?
Yes

Will the voter support Democrats?
Lean Support

Wrapup
Go to wrapup

[Continue calling](#)

[End Session](#)

This screen will appear automatically when you've finished the script and the contact has hung up. Here you can review all of your answers and decide whether to take a break or continue calling. If you need to change an answer, keep clicking on **"Change previous answers"** at the top until you reach the answer you need to change.

Continue Calling, Take a Break or End Session

To continue calling, click the blue **“Continue calling”** button shown on the screen above. This will place you back in the call queue. If you need a little break, you can take one now before you click on the **“Continue Calling”** button. If you’re ready for a longer break, you can click on **“End Session.”** This will bring you back to the Dialer’s home screen where you can start making calls later. If you’ve finished for the day, you can simply close your browser window.

ENDING A CALL - HOW TO REACH THE END SCREEN

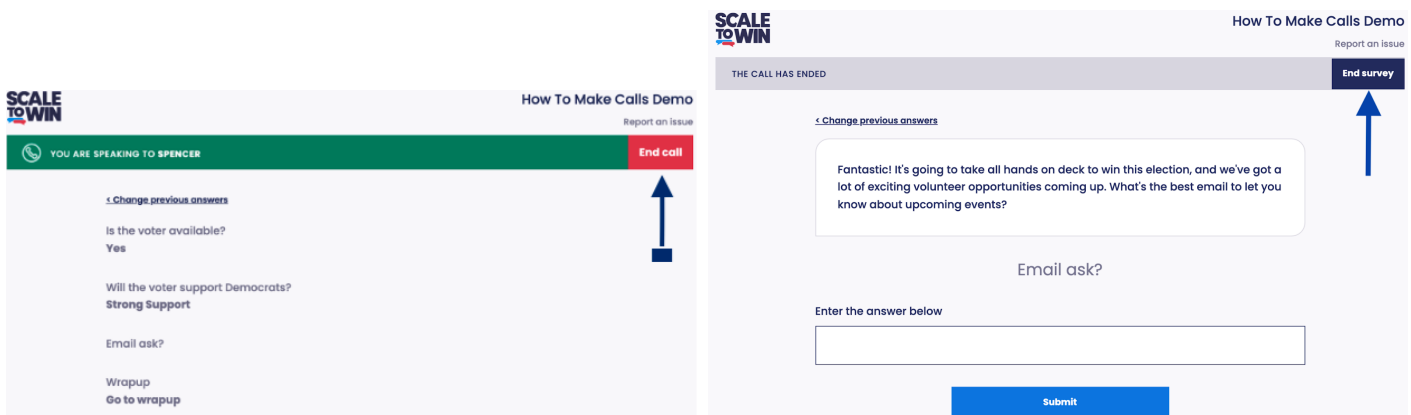
If you’ve finished the script and the contact has hung up: The End Screen with the options to Continue Calling or End the Session will open automatically.

In other circumstances:

Click on the button in the top right that says either **“End Call”** or **“End Survey”** to reach the End Screen. Phone users, be sure to click on the button and **don’t hang up your phone.**

- **Click on “End Call”** if you need to end the call at any point or if the contact stays on the line after you’ve finished the script.
- **Click on “End Survey”** after recording any responses you received from the contact. You’ll see this option if the call ends before finishing the script.

Below are two screens that show the **“End call”** and **“End survey”** buttons.



Click on **“End Call”** at the top right if you need to end the call at any point or if the contact stays on the line after you’ve finished the script. Finish recording your answers and click on the top right **“End survey”** button if the call ends before you’ve finished the script.

FINISH CALLING FOR THE DAY

If you've finished calling for the day, you can simply close the Scale-to-Win Dialer window in your browser. If you're using your device plus your phone for audio, you would also hang up your phone.

FREQUENTLY ASKED QUESTIONS + TROUBLESHOOTING ISSUE:

How do I get to the dialer?

I used Slack to open the Dialer, and now I can't find Slack!

What browsers work with the Dialer?

What should I do when I get into the Scale to Win dialer?

My device doesn't have good sound. What can I do?

I tried to use my device, but the supporter can't hear me.

I want to help make calls, but don't want my name or number shared

Why should I use the "Preview Script?" - I'm ready to jump in

I'm using the dialer but the screen gets frozen

I'm making calls and hear an echo or static or the sound is garbled

I clicked the wrong answer on the dialer; how can I correct them?

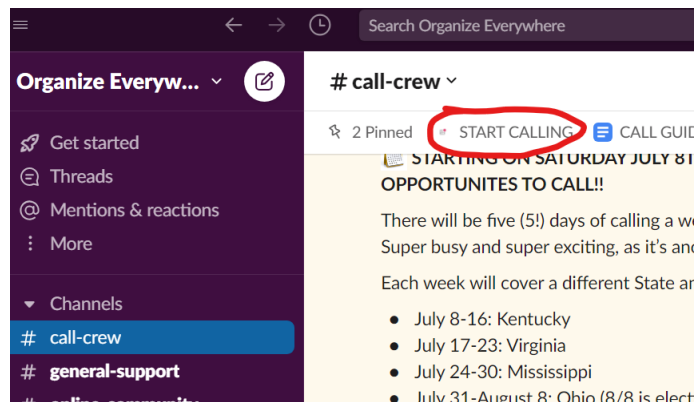
The person I'm calling told me to remove them from our list

The person I called hung-up after answering a question or two. What to do?

I need to end the call early. What to do?

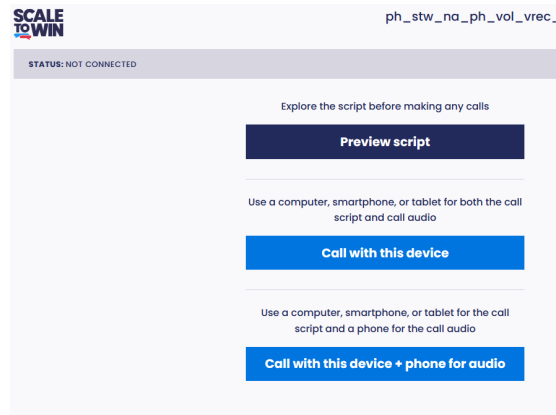
How do I get to the dialer?

Do you use Slack? If so, click on "START CALLING" at the top of the #call-crew channel to access the dialer.



Do you prefer to skip Slack and connect directly to the dialer? You can skip all of Slack by going to your browser and typing in txt.democrats.org/startcalls. That will take you right to the dialer, as shown below.

Going to txt.democrats.org/startcalls or, in Slack, when you click on "START CALLING", a new page or tab will open up showing you the dialer.



I used Slack to open the Dialer, and now I can't find Slack!

To move between Slack and the dialer, click the Slack or Browser icons at the bottom of your screen in the task bar (Windows) or in your dock (Mac).

What browsers work with the Dialer?

You can use Chrome, Edge, Firefox, or Safari. You can access the dialer on a PC, Mac, tablet (Android or IOS), or even a smart phone. Note: we recommend using a device with a *large* screen; a smartphone might be too small to work with easily.

What should I do when I get into the Scale to Win dialer?

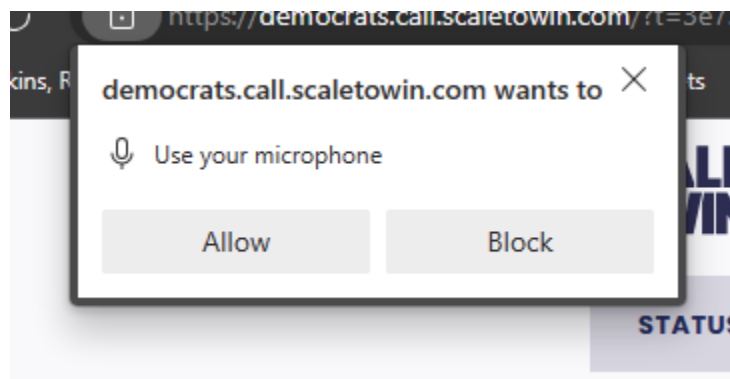
- 1) Click the "Preview script" button and review the script.
- 2) Choose the "Call with this device" button, which will start the dialer presenting calls to you.

My device doesn't have good sound. What can I do?

If this happens, use the option at the bottom of the dialer: "Call with this device + phone for audio" or "Call another way." This will let you use your phone or cell phone to make calls. The button will take you to another screen where you'll see a number to call. Once you're connected to *that* number, the system will call supporters for you, using your phone for the audio. *You will still use your other device (PC, Mac, tablet) to record the answers. You are just using a phone for better audio.*

I tried to use my device, but the supporter can't hear me.

Often, this is because your microphone isn't turned on. When you start your session, keep an eye out for this request (or something that looks like it):



Make sure you allow the use of your microphone. Sometimes the message will ask about “recording,” but this is just the same question about your microphone; nothing is recorded on your device. In both cases, click “Allow” or the equivalent.

I want to help make calls, but don't want my name or number shared

Your information is *never* shared. The dialer uses its own set of numbers for caller ID. When you start up the dialer, it will ask you for your name, number, and email. This is *only for internal use* and never given to callers. The same applies to text messages that the dialer can send out: your number is never seen by the recipient.

Why should I use the “Preview Script?” - I'm ready to jump in

The power of the preview script is to make you familiar with the different types of questions that are asked and what needs to be entered. Doing this in advance - and even reading the script out loud - makes for a much smoother calling experience for you and for the supporter you call.

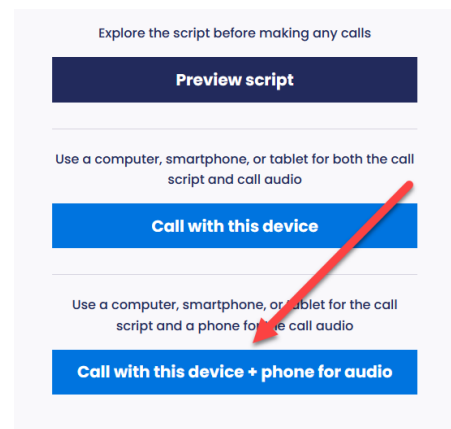
I'm using the dialer but the screen gets frozen

If this happens, it's likely because the browser gets confused. The best approach is to close the browser and the start over again as you started initially:

- On Slack: click on “START CALLING”
- On the browser, enter “txt.democrats.org/startcalls”

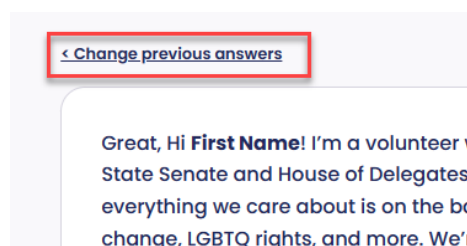
I'm making calls and hear an echo or static or the sound is garbled

This could be a bad connection. Try the solution above to close the browser and try again. If that doesn't work, you can try the special option to use your phone or cell for the audio while still using your PC or Mac or tablet to record the supporter's answers:



I clicked the wrong answer on the dialer; how can I correct them?

This happens all the time, and is easy to fix. When you select the wrong answer and the dialer goes to the next page, you can click on “Change previous answers” to go back and fix it. You will see this option on every page and at the end of the script.



The person I'm calling told me to remove them from our list

Whenever you call a number and *anyone* there asks for the number to be removed, we are obliged to do so. This is even if you aren't sure you're talking to the person you meant to speak with. Usually the first page of the script has a **"Do Not Call"** choice. If they ask to be removed when you're on a later question, use the "Change Previous Answer" to get back to the first page and select that.

The person I called hung-up after answering a question or two. What to do?

The banner at the top of the dialer has a button on its right: "End survey." Click that and you'll be taken to the end survey page. Having someone hangup still gives us a chance to capture their initial answers, so this is still quite helpful.

I need to end the call early. What to do?

Sometimes you might need to end a call before completing all the questions, or if the person you called forgets to hang-up. You should see a red "End call" button in the dialer's banner near the top of the page. Click there and you'll get to the end of the survey page.