How to Use CallHub
Volunteer Guide

SECOND
BAPTIST
CHURCH

Welcome... and thank you for being a volunteer!

This guide is for volunteers who use CallHub to call the Second Baptist church family. CallHub runs within your own web browser. It dials phone numbers for you, displays a suggested script you can read aloud during your calls, and lets you easily enter notes about each call before you proceed to the next call.

CallHub lets you work as quickly or slowly as you wish. You can call as many people as you want during your volunteer calling times, and you don't have to worry about lists of callers. You just tell CallHub you're ready to make a call, and CallHub automatically selects the next person for you.

1. Things to Know Before You Start

Please review these important points regarding the use of CallHub:

- You must use CallHub, not your phone, to place calls to contacts. Using CallHub displays a Second Baptist Church phone number as the caller ID. It also helps Second Baptist Church track the progress and outcomes of all calls, and it lets you make calls much faster than you could with printed lists and your own phone.

- CallHub runs within a browser on your own desktop computer, laptop, or tablet. Smartphones can also be used.

- Your device must have a microphone and a speaker. If you wish, you may use headsets, headphones, or external speakers and microphones for better call quality, but they are not required. CallHub does not use the camera on your device.

- CallHub runs on some browsers, but not all. We recommend that you use the latest version of Chrome. When you activate your CallHub account, you will run a short browser compatibility test to confirm that your browser will support CallHub.

- CallHub requires a stable, high-speed connection to the Internet (wired or wireless).

- You should use CallHub in a private environment free of background noise.

- CallHub allows calls only during predefined hours.

Contact your campus liaison for assistance if you have any questions or concerns about these important points.

2. Setting Up Your CallHub Account

You must create a CallHub account to participate in calling, but that's very easy. Open your browser, go to https://www.second.org/callhub, and follow the steps on the next few pages.

Step 1

Follow the "Create Your Account" instructions displayed on the webpage.

You will be asked to choose a username of your choice, enter your email address, and to select your "team," which Vote 22..

You will activate your new account and set a password later.

Note – cookies must be enabled in your browser to complete this step.

Step 2

CallHub will send you an "activation email" like this that shows the username of your new account.

If you don't get an email like this, check your junk email folder.

Follow the instructions in the email. You'll need to click a link like the one shown here.
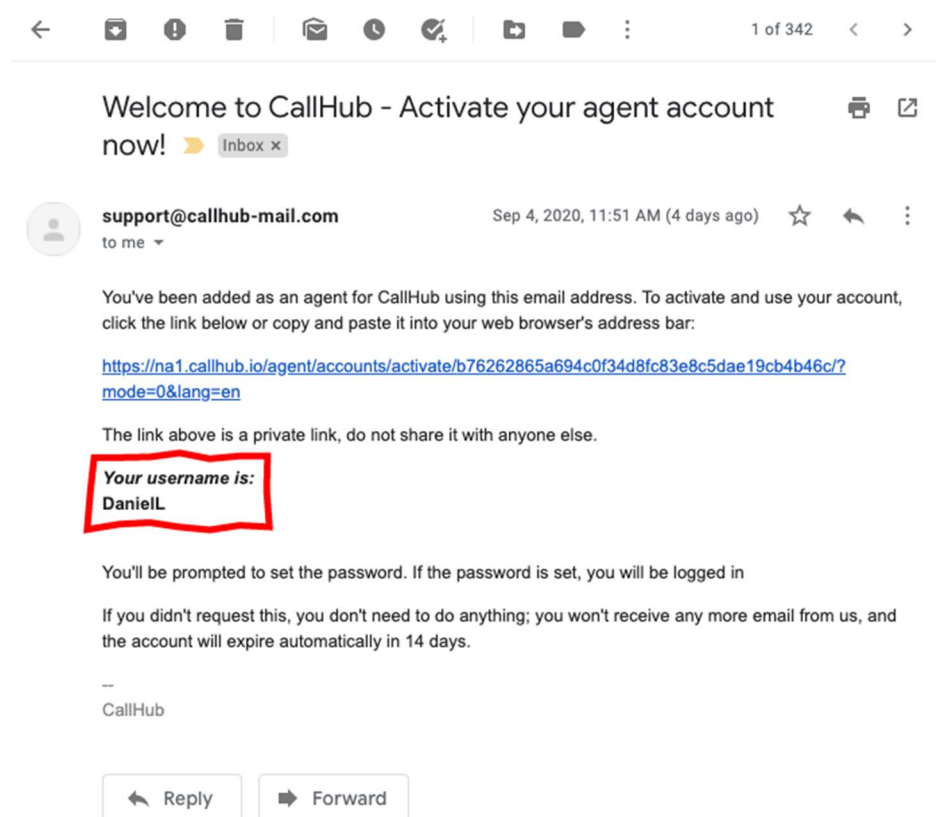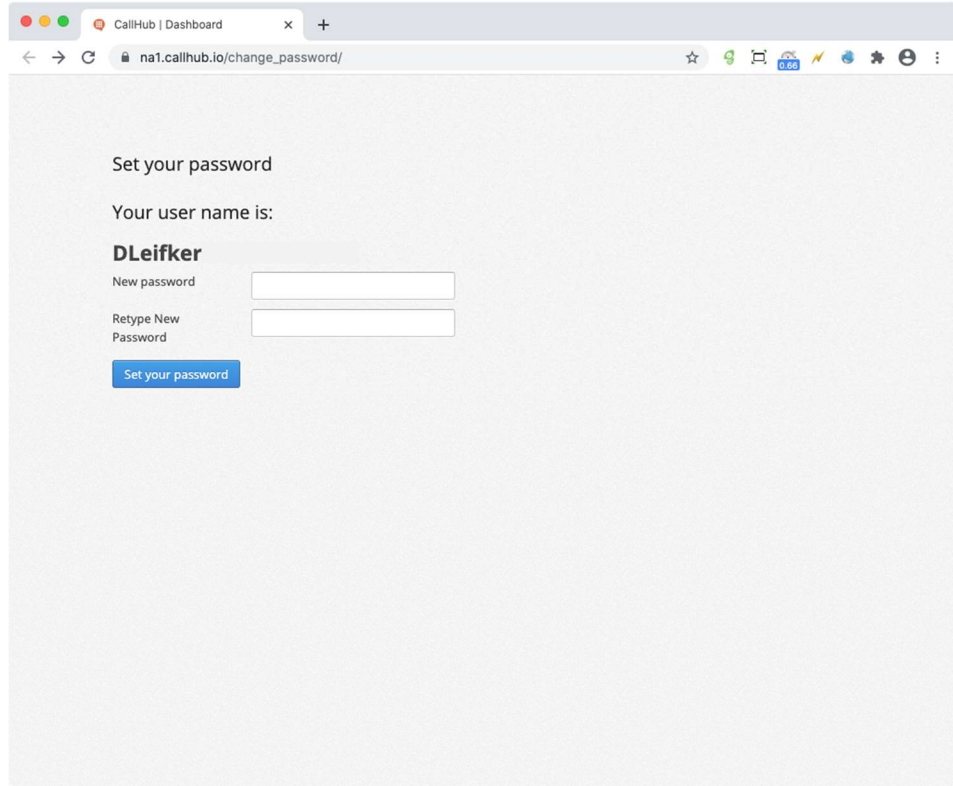
Step 3

CallHub will display a page like this where you must select a new password for your new account.

Choose a password and enter it twice.

Write your new username and password down, because you'll need them to log in later.

*Click **Set your password** to activate your new account.*

Set your password

Your user name is:

DLeifker

New password

Retype New
Password

Set your password
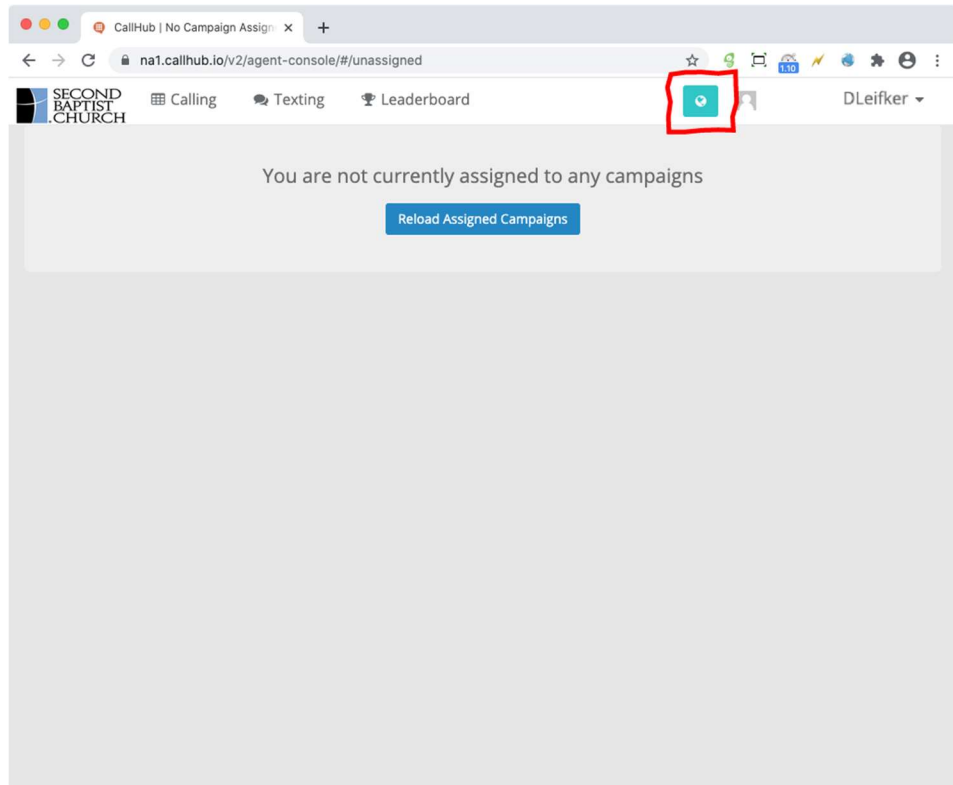
Step 4

Your new account has not yet been assigned to any campaigns.

Campaigns are explained later in this document.

Look for the square button in the upper-right corner of the page next to your username and click it.

This button will check your browser to make sure it is compatible with CallHub.

SECOND
BAPTIST
CHURCH   ⊞ Calling   💬 Texting   🏆 Leaderboard   DLeifker ▾

You are not currently assigned to any campaigns

Reload Assigned Campaigns

Step 5

Look for a message that says, "Your browser is supported by CallHub." (You may need to scroll down to see it.)

If you see this message, then your browser is compatible with CallHub.

*If you see any red boxes with warnings such as "not available" or "not supported," then stop here and go to **Special Instructions for Unsupported Browsers** on page 7.*

Step 6

Now it's time to add some information to your account profile, so CallHub knows your name.

Click on your username in the upper-right corner. A dropdown menu will appear.

*Click **Settings**.*

Step 7

Enter your first name and last name. You will save your changes in the next step.

CallHub does not share this information with the people you call.

If you ever need to change your CallHub password, come back to this page and click the Change Password tab.

🔧 **My Settings**

| 👤 Change User Details | 🔑 Change Password | 🎧 SIP Details |

The required fields are marked with a star "*"

First name   Daniel

Last name   Leifker

Email address *   dleifker@second.org

Address

City

State

Country   United States

Zip code

Step 8

Scroll to the bottom of the page and click the green Save changes button.

We're done! Time to logout.

Click on your username in the upper-right corner of the page.

A dropdown will appear. Click on Logout to log out.

DLeifker ▾

🔧 Settings
✈ Apps
➔ Logout

Address

City

State

Country   United States

Zip code

Phone number   17133656057

Company name   Second Baptist Church

Company website   http://www.second.org

Language   English

local timezone   America/Chicago

Reset   Save changes

Your account is now activated and ready to use, but you cannot begin making calls until your campus liaison notifies you. Please wait for this notification or contact your campus liaison for assistance.

3. Special Instructions for Unsupported Browsers

If you followed the set-up instructions and passed the browser compatibility check (steps 4 and 5 in the previous section), then skip this section and proceed to Section 4 below. However, If the browser check displayed any red boxes like these, typically with words such as "not available" or "not supported," then close your browser and follow the instructions in this section.

Important note: The browser compatibility check may display yellow boxes and still pass. A failure occurs if you see one or more red boxes.

Verify that your computer or laptop has a working microphone and speaker. If it lacks either or both of these, you cannot use it for CallHub.

If you confirm that your microphone and speaker are working correctly, and you still get the red-box warnings, then follow the instructions below.

1. If you are already using Chrome as your browser (which is the recommended browser for CallHub), update it to the latest version. Go to http://2nd.org/UpdateBrowser and then find the instructions at the "How to Update Chrome" link on this page. Open Chrome, go to https://www.second.org/callhub, and log in to CallHub. Then resume at step 4 on page 4 of this document.

2. If you are not using Chrome as your browser, then download Chrome from http://google.com/chrome and install it. Open Chrome, go to https://www.second.org/callhub, and log in to CallHub. Then resume at step 4 on page 4 of this document.

3. If neither (1) nor (2) above eliminates the red-box warnings in the browser check, then it is possible your operating system is out of date and needs an update. If you are using a PC, go to http://2nd.org/UpdateWindows for help updating the Windows operating system. If you are using a Mac, go to http://2nd.org/UpdateMac for updating the Mac operating system. Then repeat steps (1) or (2) above, as appropriate.

4. Making Your First Test Call with CallHub

Test phone numbers have been set up that allow you to learn CallHub and practice your skills. When you call these numbers from CallHub, no human will answer. Instead, you will automatically reach a recording that does not accept voicemails.

These test phone numbers do not listen to anything you say, and you can practice without fear of doing anything wrong or reaching a wrong number. If you make mistakes, nobody will hear them. When you are comfortable making calls to the test number, you'll find it very easy to begin calling real people.

As soon as your campus liaison notifies you that you may begin calling the test number, open your browser and go to https://www.second.org/callhub. Click the link to log in to CallHub.

Step 1

Enter your username and password, and click **Sign In**.

If you have recently used CallHub, you may not be prompted to enter a password.
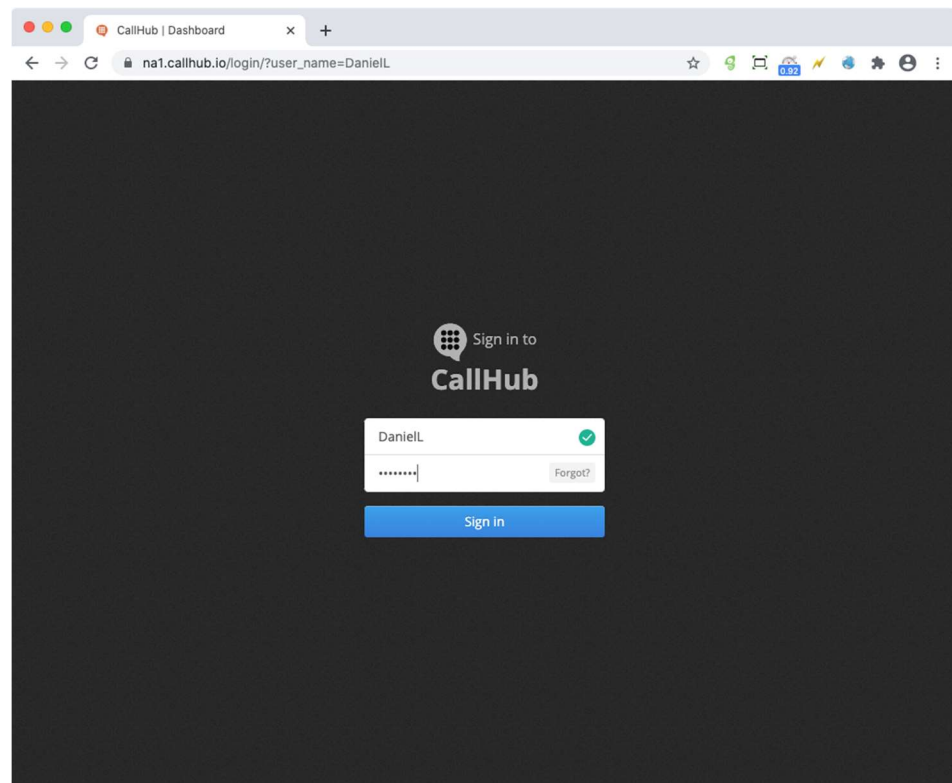
Step 2

CallHub displays all the "campaigns" you can join.

Campaigns are explained in Section 5 of this document.

*To reach the test phone numbers that play a recording, always click on **Training Campaign**.*

***Important note**: CallHub will skip this page if you are assigned to only one campaign. If you do not see this "My Campaigns" page, simply proceed to Step 3 below.*

Step 3

You are now in a campaign named "Training Campaign."

*Now click the **Join Campaign** button. This tells CallHub that you are ready to start calling.*

Step 4

You may briefly see a small blue message that says, "Calling you." This is not the outbound call that you are planning to make.

CallHub will then display a row of colored buttons across the top of the page and say these words aloud: "You are now starting the campaign."

This does not initiate an outbound call yet.
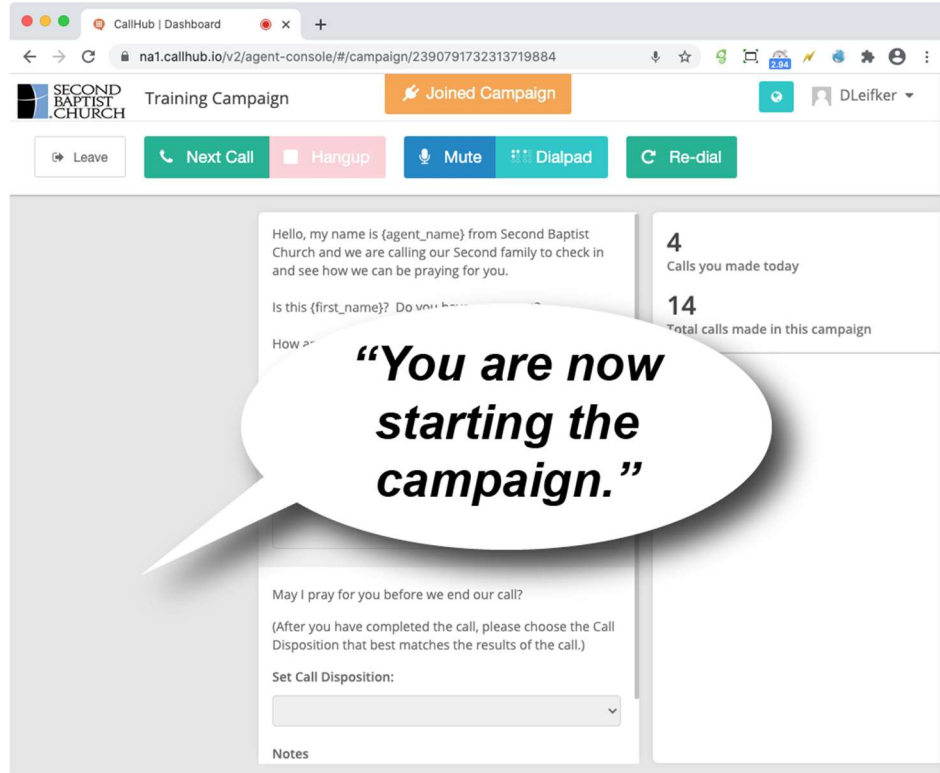
Step 5

*Look for the green button in the top left of the screen that says **Next Call**.*

When you click this button, CallHub will select a person to call and dial the number for you.

*The identity of the person you call will be displayed after you click the **Next Call** button.*

*When you're calling a real person (and not a test phone number), be sure you're ready to talk when you click **Next Call**.*
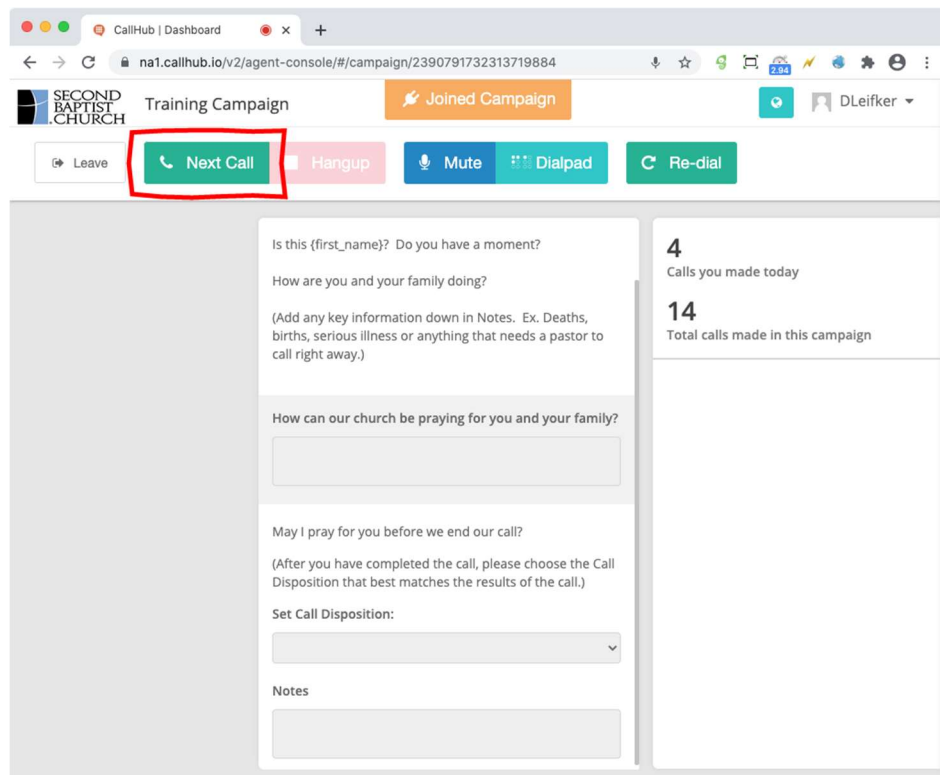
Step 6

*Look for a green box at the top of the screen. After you click **Next Call**, it will change from **Calling** to **Ringing** to **On Call**.*

***On Call** means the person you called (the "callee") has picked up, and you may begin the conversation.*

The callee's contact information now appears on the left side of the screen.

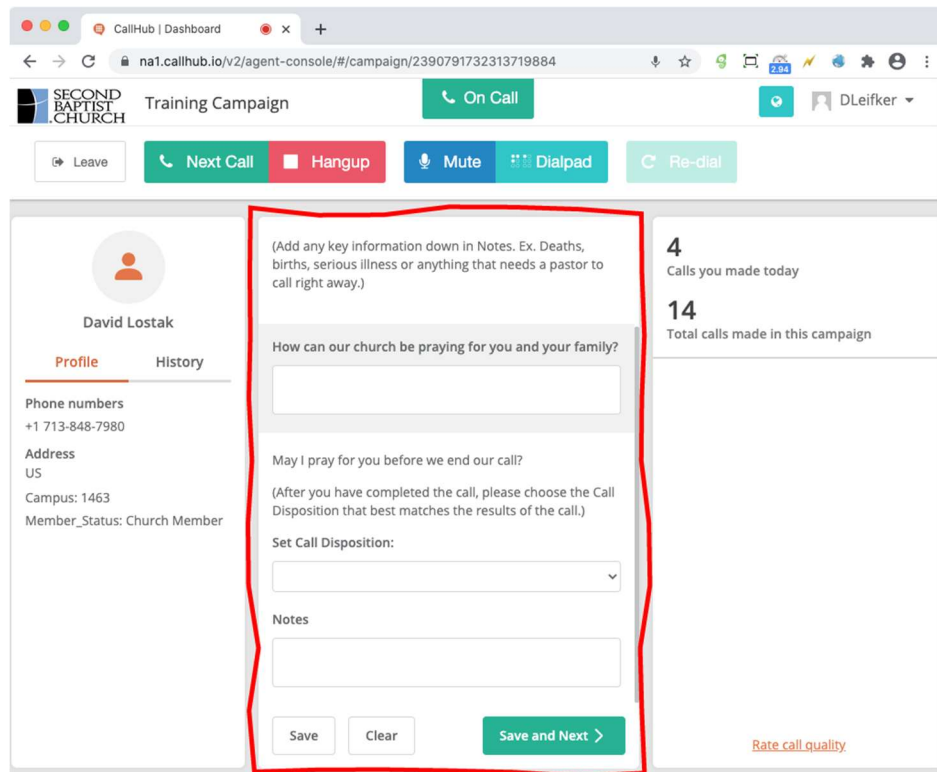*Remember that calls to the test phone number will reach a recording, not a person.*
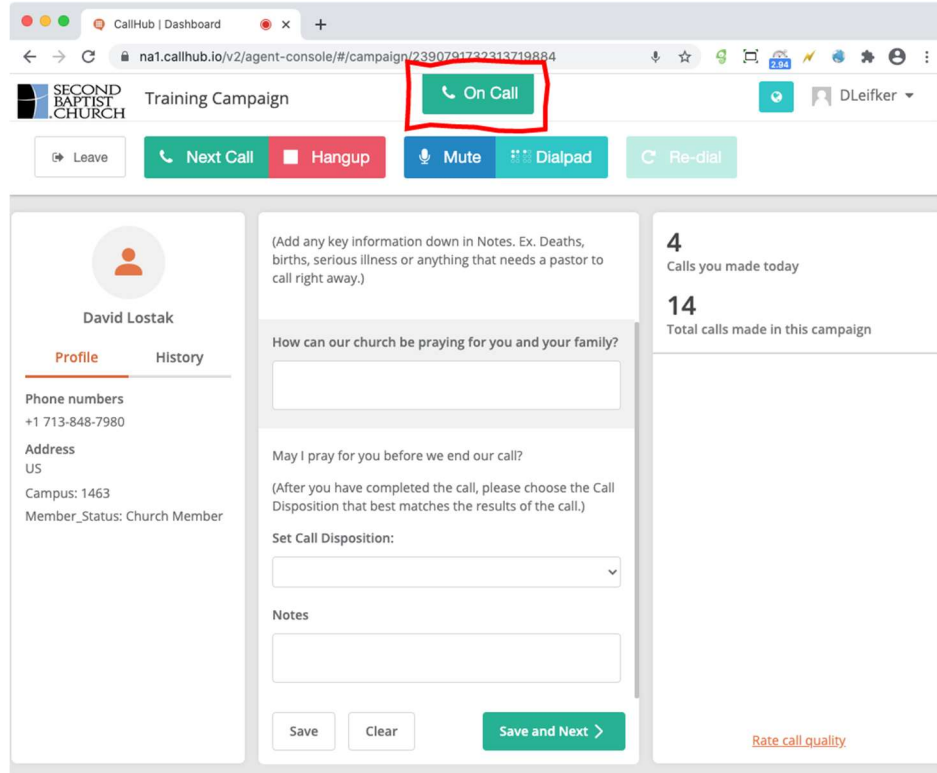
Step 7

The center column of the screen contains the script or the words you can read aloud to the callee.

During a test call, the recording you hear cannot talk to you, of course, but in a real call with a human, this is where you will be talking and listening.

Follow the script, scrolling down as needed.

Step 8

The script requires you to Set a Call Disposition. You should select a "disposition" of the call that describes how the call ended.

For calls to the test phone number, enter any values you want. They will be discarded.

Step 9

*When you finish your conversation with the callee, click the red **Hangup** button.*

You will still be able to edit your answers to the Call Disposition after you hang up.

Step 10

*When you are satisfied with your answer, then click **Save**.*

*When you're ready to make another call, click **Next Call** and repeat the process in the steps above.*

*Or, if you're ready to make the next call immediately with no pause, just click **Save and Next**, which saves your information and starts a new call with one click.*

Step 11

*When you have completed all the calls you wish to make, click the **Leave** button to exit the campaign.*

Step 12
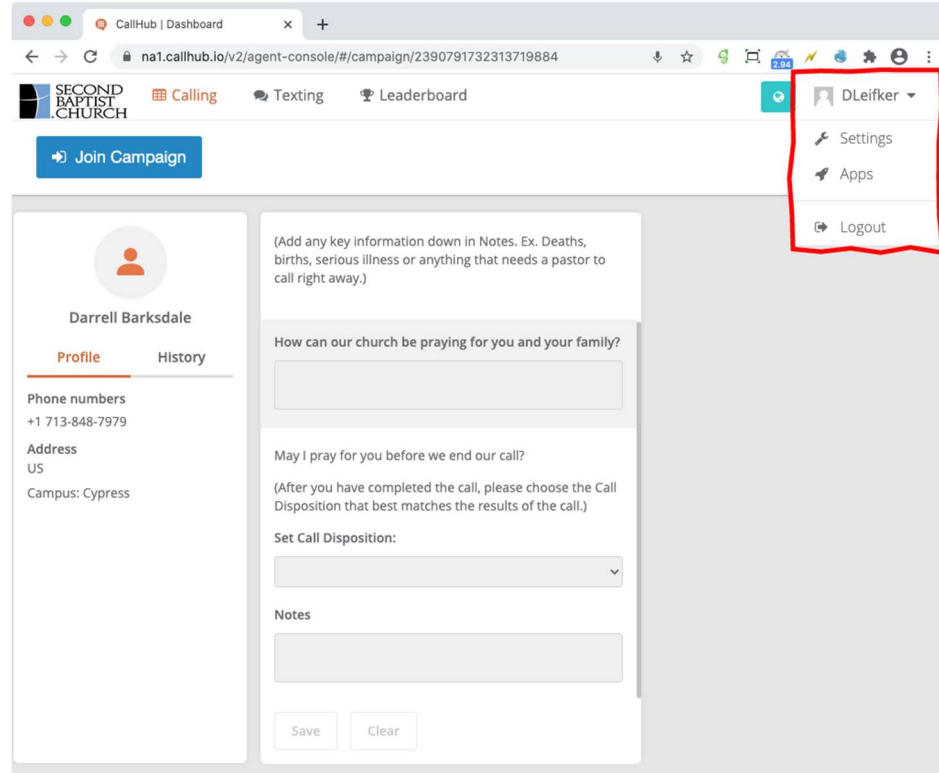
Now log completely out of CallHub.

*Click on your username in the upper-right corner and then click **Logout**.*

CallHub may display information from your most recent call even after you leave a campaign, so be sure to log out completely when you have finished making calls.

Feel free to call the test phone numbers in the Training Campaign several times until you are comfortable using CallHub. The next few sections explain some final details about making calls to real persons.

5. Selecting a Campaign

CallHub never asks you to choose the next person to call. Instead, CallHub chooses a person for you, dials the number, and then displays the name and contact information of that person. CallHub refers to the group of people being called as "campaigns".

6. Leaving Voicemail and Sending Texts

If you reach the callee's voicemail during a call, do not hang up. Leave a friendly message, such as the suggested voicemail message shown at the bottom of the CallHub script. Then mark the disposition of the call as LEFT_MESSAGE, as explained in the next section.

Second Baptist does not send texts to the church family. Do not attempt to send a text within CallHub, and do not text the callee from your own phone.

7. Setting the Call Disposition

The suggested script for your calls contains a "call disposition" dropdown item that you must set during or after each call. The value you select helps categorize the call and mark it for possible further action, such as updating church records or re-contacting the person in Spanish.

The table below shows the values you should choose and an explanation of when each value is appropriate. Use the Notes field in the script to add any further details.

Call Disposition	When To Use
DO_NOT_CALL	The callee requests no further calls of any kind from Second Baptist Church.
LEFT_MESSAGE	The volunteer caller left a voicemail message.
MEANINGFUL_INTERACTION	The callee answered, and the caller had a meaningful conversation with him or her. This is the desired outcome of all calls.
NOT_INTERESTED	The callee is not interested in the purpose of the call.
NO_ANSWER	The call rang, but neither a person nor voicemail answered.
Moved Away	The callee no longer lives in the Houston area.
No Longer Attends Second	The callee is now attending another church or no church at all.
Spanish follow-up	The callee answered in Spanish, and the caller could not communicate.
BAD_NUMBER	The call failed, or is a wrong number, or reached a system recording.
USER_BUSY	The called answered but did not have time to talk.

8. How to Make Successful Calls with CallHub

The key to a successful call is to focus on the person you call and to converse naturally. After you click the **Next Call** button, you can turn all your attention to the person you call, using only the script whenever necessary. Nothing else on the CallHub screen requires your attention until the call is over, so just sit back and talk.

During a call, the only three things you should be doing on the CallHub screen are:

- Entering disposition
- Clicking the **Mute/Unmute** button if you need to mute yourself temporarily
- Clicking the red **Hangup** button when your call has finished

Do not click any other buttons or links on the screen during a call, even if CallHub displays them as active and clickable.

Be sure to click the **Hangup** button to disconnect cleanly from each call. You may then finish up any notes you are entering before you save them.

If your call disconnects before your conversation are finished, you may click the **Redial** button. CallHub will redial the callee for you. The callee's phone number will be displayed on your CallHub screen, but you should not use your own phone to redial the callee. If the call ends normally, but you realize you need to talk to the callee again for some reason, you may click the **Redial** button.

Finally, don't forget to click **Save** or **Save and Next**. And then you're ready for your next call!
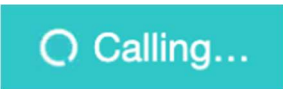

9. Safeguarding Personal Information

The information we provide you via CallHub should be used for the sole purpose of the campaign. Please do not copy, record, photograph, or document the personal information of those included in the call campaigns.

10. Questions, Troubleshooting, or Further Assistance

Please contact your campus liaison with any comments, questions, or concerns about the use of CallHub.

11. Common CallHub Messages

Message	Meaning
ⓘ You have only been assigned to one campaign	You are part of only one campaign. CallHub will skip the "My Campaigns" page and go directly to your campaign. You must still click the **Join** button.
Calling You...	CallHub is connecting you to a campaign. No action is needed. Displayed after you click the **Join** button. It does not refer to any outbound calls.
○ Calling…	CallHub is dialing a phone number. Displayed after you click the **Next Call** button.
☎ Ringing…	CallHub has dialed a number, and the line is ringing.
☎ On Call	CallHub has detected that the call has been answered and has connected you to the callee. You may begin speaking.
ⓘ Call Disconnected: ANSWER	CallHub has disconnected the call because you clicked the **Hangup** button. No action is needed.
⚠ Mark disposition for this call	You are attempting to save data or exit a call without any value in the "Call Disposition" dropdown item. Set a value and save again.

⚠ Enter notes about this call or answer any survey question	You are attempting to save data or exit a call without entering comments. Set a value and save again.
✔ Survey submitted successfully	CallHub has successfully saved the information you entered for this call. You may begin a new call or exit the campaign.
❶ Notes Pending	You exited CallHub (typically by closing your browser) before you saved the notes from your last call. When you join the campaign again, CallHub will reopen your last call but will not redial the callee. You must enter call disposition and a comment and save before calling the next callee.