

Calling Instructions

Please read through all instructions carefully before you begin calling.

1. You may find it helpful to use earbuds or a headset during these calls.
2. Call the toll free number listed at the top of your script.
3. When prompted, type in your agent PIN (found at the top of your script) and then press #
4. You will then be asked for your first and last name. Please state it loudly and clearly.
5. The Activate system will say, "You have been authenticated." At this point the automated dialing system begins dialing numbers in the target state and you should be ready to take calls at any moment.
6. You will hear a beep/tone when you are connected to a voter. **To avoid a pause say hello as soon as you hear the beep/tone as the person has probably already said hello.** Follow the script that is provided each week.
7. When you are finished with the call with each person, press star (*) on your phone keypad within 10-15 seconds to disconnect with that person. **DO NOT HANG UP!**
8. After pressing *, you must wait for the verbal prompt "Please Enter the Disposition" –which just means to press the number on your phone keypad which represents the result of your conversation with that individual (these numbers are at the bottom of your script). Do not press the code before you hear the prompt. You do not need to press * a second time.

NOTE: Pressing * ends the call with that individual, resulting in "Please Enter the Disposition". If you already hear "Please Enter the Disposition", which may happen if someone hangs up quickly, do not press * again. Simply enter the disposition (result) of the call.
9. **DO NOT HANG UP AFTER A CALL.** Once you enter the result on your keypad, you will be back in line to be connected to the next voter. Wait times between voters will vary but are usually between 5 seconds and 2 minutes, occasionally longer. You'll hear the same beep/tone you heard for your first call each time a new voter is on the line.
10. When you're done calling or want to take a break simply hang up your phone after you input the last disposition. It is very important to remember to input the last disposition before hanging up, and then if you are done with calling to hang up quickly before the next call is sent to you. You can call back in any time you want to continue, as long as it is in the calling hours of Tuesday 12:30 to 6:00 PM ET or Wednesday 12:30 to 6:00 PM ET
11. If for some reason the system seems "stuck" and is not moving forward or accepting your code input, just hang up and dial back in to start again. If you have recurring technical issues that are not resolved by this, please send an email right away to Holly at hprice@momsdemandaction.org But OK to keep dialing, glitches, if any, are usually temporary.

Tips for Calling:

Smile while you dial! Adopt a positive attitude during the calls and convey this while you are speaking. Also, it is OK to make small modifications in the script language to make it your own and make it more “chatty” when appropriate, as long as you stick to the basic points and patch through request.

Some callers have found it helpful to introduce themselves with their name followed by, if appropriate, “I am a mom” and volunteer with Everytown for Gun Safety

Don’t spend a long time on the phone with any one person. These are not intended to be “persuasion” calls -- but short conversations to identify supporters who are willing to be patched through to speak with their legislator’s office. If someone has a lot of questions or concerns they are unlikely to be willing to be patched through, and it is best to politely thank them for their time and move on to the next call. Also, note that the system will disconnect if any one call is longer than 10 minutes, so be sure to wrap up with each individual and put your code in before then—most calls should just be taking a couple minutes.

It is completely normal that you will get a lot of hangups—it is just the nature of phone banking. Although the names you are calling are likely supporters based on their voting records, we expect that only about 20% of them will be willing to be patched through. So your task is to find that 20% and to make it easy for them to convey their concern to the legislator’s office!

Note that your personal phone number will not be visible to the call recipients—each week the calling system displays a standard local number from the state you are calling into. Also, any return calls will not come to you, but to our staff via voicemail associated with that standard number.