

## Election Protection November 2020: Illinois and Indiana Call Center

### Sample Call Script

#### Answering a call:

- Hi thank you for calling 866 Our Vote. My name is \_\_\_\_.  
May I have your phone number in case we are disconnected?
- First off, where are you calling from today?
- Ok thank you. Now, how may I help you?
- ***If caller didn't provide yet, ask them:*** What is your name?  
***And if calling on behalf of someone else:*** What is the name & phone number of the person you're calling on behalf of?
- ***If the caller is reporting a problem with a polling place/dropbox location:***  
What is the name and/or address of the polling place where you are experiencing this problem?

#### Ending a call:

- I have a few quick questions before you go.
  - o How did you hear about our hotline?
  - o To help us better understand the communities we're helping, would you mind sharing with me what race or ethnicity you identify with?
  - o Finally, how are you planning to cast your ballot this election?
- Is there anything else I can assist with today, including checking your voter registration?
- Thank you so much for calling Election Protection -- please call us back at 866-our-vote if you have any further questions or experience other problems. Have a nice day!

### OVL Reminder

- 1) Illinois: Please make sure to list the Ward AND Precinct for Chicago polling places, or the Township AND Precinct for polling places in other counties.
  - Example: Ward [#] Precinct [#]
  - Example: Township of [Name] Precinct [#]
- 2) Chicago and Suburban Cook County are two distinct election jurisdictions. Please write "Chicago" or "Suburban Cook," not just "Cook."

### PureCloud Notes

- 1) Wrap-Up codes: At the end of a call, PureCloud will ask for a "wrap-up code"
  - a. In "Interactions," select the drop-down menu, pick the state that the call concerned, then click the blue button that says Done.
  - b. If you forget to enter the wrap-up code, please toggle your status to off queue and then back to on queue, so that PureCloud knows that you are available to take calls.
  - c. If you receive a call from outside of your regional call center, you may not be able to select the state from the list of wrap-up codes. In this scenario, you can select "unspecified state" from the list.
- 2) Please refresh PureCloud every 30-45 minutes, to ensure it functions properly.

### Hotline Numbers

- English 866-OUR-VOTE / 866-687-8683
- Arabic 844-YALLA-US / 844-925-5287
- Asian Languages 866-API-VOTE / 888-274-8683
- Spanish 888-VE-Y-VOTA / 888-839-8682