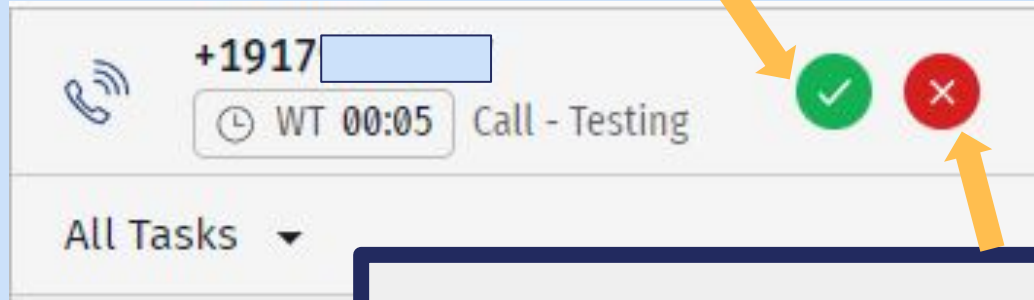


Accepting a Task

To accept or decline a task, all you have to do is select the correct icon next to the task request.

- Accepting a task will connect you to the voter (green checkmark)



- Declining a task will send the task to the next available volunteer in your contact center (red 'X')
 - If you are not able to take new tasks, please set your status to break rather than declining individual task requests.

Accepting a Task

Voter phone
number

State voting
question is about

Decline
task

The image shows a task card with a light beige background and a thin grey border. At the top left is a blue telephone handset icon. To its right is the text '+1917' followed by a blue rectangular input field. Further right is the text 'NY'. Below these elements is a rounded rectangle containing a clock icon, the text 'WT 00:05', and the text 'Call - Testing'. To the right of this rounded rectangle are two circular buttons: a green one with a white checkmark and a red one with a white 'X'. At the bottom left of the card is the text 'All Tasks' followed by a small downward-pointing triangle. Orange arrows point from external labels to various parts of the card: one to the phone icon, one to the '+1917' text, one to the blue input field, one to the 'NY' text, one to the 'WT 00:05' text, one to the green button, one to the red button, and one to the 'All Tasks' text.

+1917 NY

WT 00:05 Call - Testing

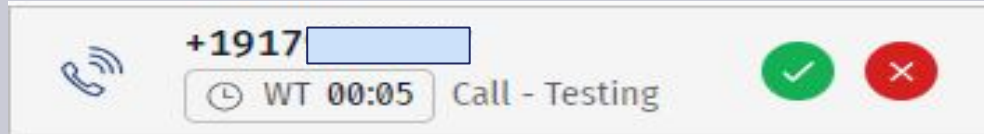
All Tasks ▼

Type of
task (call)

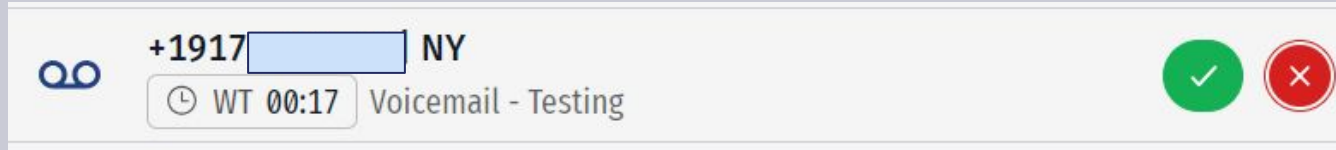
Wait
time

Accept
task

Accepting a Task

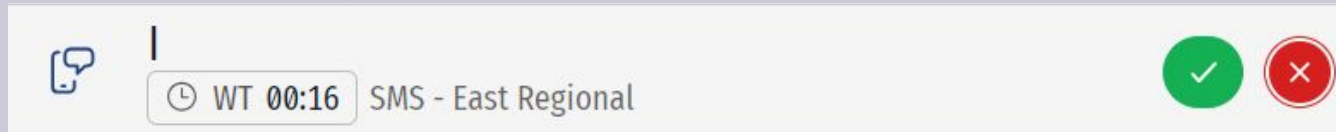


Call



Voicemail

Not all volunteers have access to voicemail tasks. Your captain will let you know if you're on voicemail duty.



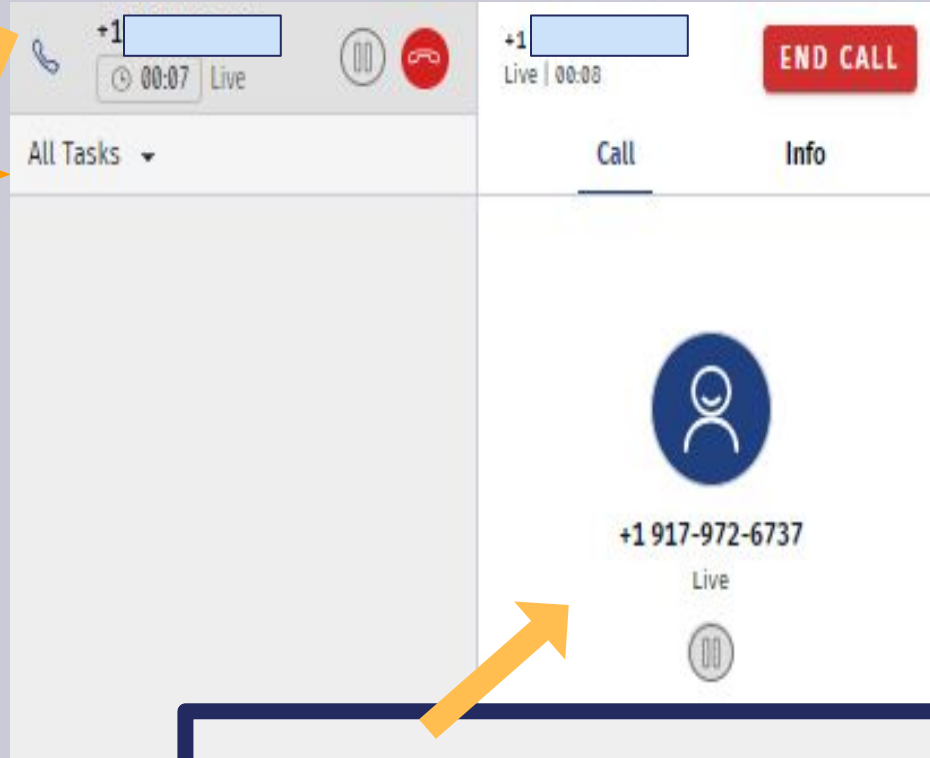
SMS

Active Tasks

If you've successfully accepted the task, active task will:

- Go from "Pending" to "Assigned"
- Show the length of the interaction

All tasks and task requests will appear in the top box



A second box will appear at the bottom of the screen with the details of the interaction and you will be connected with the voter