Get Documentation From a Caller

1. Click the chat bubbles icon to open an outgoing SMS with the caller (Next to the Dialpad)

2. Enter the phone number

3. Type a message

4. Click "send message" then click "open chat with customer"

5. Ask the caller to respond to your message with the documentation

   a. All major file types for images, videos*, PDFs, and word documents are supported.*Long videos should be emailed.

NOTE: Texting is strongly preferred but if it is not an option the caller can email documentation to hotline@866ourvote.org

Available | 4s

SMS

Enter a number

+1202 946 1360

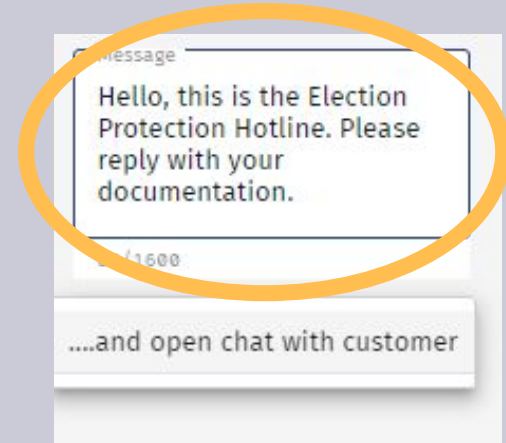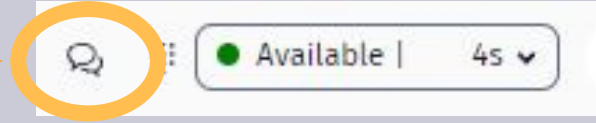| 1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Assign a queue
Everyone

Sender ID
+18666878683 - 866 Our

Message
Hello, this is the Election Protection Hotline. Please reply with your documentation.

88/1600

SEND MESSAGE

Message

Hello, this is the Election Protection Hotline. Please reply with your documentation.

0/1600

....and open chat with customer

Get Documentation From a Caller

Before Submitting NewVL

1. Download the file in Rocket Chat a. Right click on the image (or file) and click "Save image as"

2. Scroll to the bottom of the last page of the OVL ticket where it says "Upload Documents" and click Add File.

3. Attach the file like you would any email attachment.

After Submitting NewVL (continues on next slide)

● Once a ticket is submitted volunteers cannot add documentation, but captains can! Please send the documentation to your captain through rocket chat.

Get Documentation From a Caller

Only users with backend NewVL (Captains & Leads) access can add documentation after a ticket is submitted

1. Open the ticket

2. Scroll to the bottom left and click Upload Media & Add Comments

3. Attach the documentation to Upload Documents (like an email attachment).

4. If you would like to save progress click Save.

5. Click Upload Media & Add Comments

6. Confirm you see the documentation added in the ticket history.

Comments   History

Upload Media & Add Comments ✏️

WO   William Onofre (wonofre@lawyerscommittee.org)

Add your comment

Additional documentation (optional)

Upload documents

Save   Cancel

Upload Media & Add Comments ✏️