

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

Enter a number

+1202 946 1360

1 2 3
— ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV VWXYZ
* 0 #
+ .

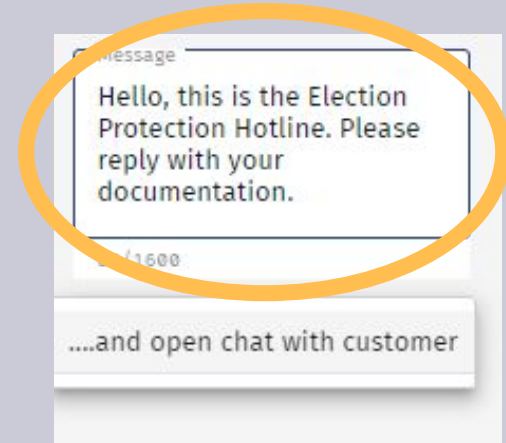
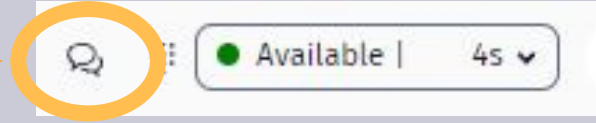
Assign a queue
Everyone

Sender ID
+18666878683 - 866 Our

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

86/1600

SEND MESSAGE



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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.

The screenshot shows a Rocket Chat interface. At the top, a message from "(Staff - Operations) William Onofre @William.Onofre Admin" is visible, dated "September 23, 2024 3:54 PM" with a file named "Clipboard - September 23, 2024 3:54 PM.png (93.66 kB)". Below the message, there are logos for "ELECTION PROTECTION", "RAA OUR VOTE", and "LAWYERS' COMMITTEE FOR CIVIL RIGHTS UNDER LA". A right-click context menu is open over the image, with the option "Save image as..." circled in orange. An orange arrow points from this option to the "Upload documents" button on the ticket page. The ticket page also shows a section titled "Do you want to escalate this ticket?" with radio buttons for "Escalate" and "Do not escalate". At the bottom, there is a "FINALIZE" button with a pencil icon.

Continued...

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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.

