

HOW TO BE A FRIENDLY CALLER A STEP-BY-STEP GUIDE

Thank you for your interest in becoming a Friendly Caller. Your weekly phone interaction can help brighten a person's day and combat feelings of loneliness and isolation, which is especially important for seniors and neighbors living alone.

Below are step-by-step instructions outlining the process of becoming a Friendly Caller, conversation and listening tips, and how to handle certain situations that may arise when speaking with a person.



FRIENDLY CALLER PROCESS

1. Once you sign-up to be a Friendly Caller, you will be asked to email info@211nemichigan.org with the email subject "Friendly Caller Information." In the body of the email, please list your preferred email address.
2. In about two business days, you'll receive your login information and password.
3. Go to www.login.incontact.com and sign-in using your login and password. You will be asked to create your own password.



BEFORE MAKING ANY CALLS

Find an appropriate space for your conversation

- Must be private and quiet without distractions.
- Personal cell phones are permitted.
- If calls are missed, they will go to your personal, unmasked voicemail so make sure you are ready and use "unavailable" if you need more time or a break.

Log into InContact

1. Go to Login.incontact.com
2. Enter your username and password.
3. At the top right corner, click the small box grid icon and select **LAUNCH MAX**.
4. Enter the number of the phone you will be using (for your protection, caller ID will show as 888-875-4211 and not your personal number when logged in to the system.)
5. At the top of the **INCONTACT AGENT**, click **UNAVAILABLE** and choose **AVAILABLE**.

*It is important to use InContact to protect your privacy and record calls for quality and training purposes, and/or legal purposes as required by law. If you are having technical issues, please dial 211 and let the agent know you are a volunteer and are having issues with InContact.

To make an outbound call

1. At the bottom of **INCONTACT AGENT**, select **NEW**.
2. In the search box, enter the phone number and click **CALL**.
 - InContact will dial the number and you will get an incoming call on your personal phone line. When you answer, you will hear the phone ringing.
 - If the call goes to voicemail, leave a message asking them to call 2-1-1 if there are better times to receive “Friendly 211 Calls” so you can call them back.
 - Please note a time in the **BUSINESS DAY TO LOGIN** and try the call again. If you call again within one business day or if there is no answer for 2 business days, please email info@211nemichigan.org with subject “Not able to contact friendly caller client” and include the person’s name, email and the dates/times you tried to make contact.
 - 211 Northeast Michigan will proceed to the person’s emergency contact and possibly conduct a safety check. They will also respond to your email within 2 business days.

3. Suggested greeting: “Hi, is this “name of caller”! I’m a Volunteer from 211 just checking in with you for our friendly call. How are things going today?”

4. When closing the call:

- Let the caller know when you will call them again and confirming a time that works for both of you. If they no longer wish to participate, please email info@211nemichigan.org
- Remind the caller that they can dial 2-1-1 anytime 24/7 for more information or resources.
- Thank the caller for their time and end with a positive, happy closing.
- Most calls will average 11-15 minutes in length.