

TURBODIAL

The screenshot displays the turboDial web interface. At the top, the browser address bar shows 'https://turbodial.biz/...'. The user is logged in as 'bill@web-lever.com'. The interface includes several key features:

- Call Controls:** Buttons for 'CALL', 'SMS', and 'Msg'. The 'SMS' button is highlighted with a blue box.
- Caller ID:** A dropdown menu showing '+16305518502'.
- Calling Device:** A dropdown menu showing 'This PC'.
- Inbound & SMS:** A dropdown menu showing '+16129992889', which is highlighted with a blue box.
- Call Status:** A 'LOAD' button and a status indicator showing '0 Calls made since last Load'.
- Call Outcome:** A dropdown menu and a 'Call Outcome' button.
- Call Recording:** A 'Call Recording' button and a status indicator showing 'ON'.

At the bottom, the TURBODIAL Sales Pro logo is visible.

Feature Overview

Add & Modify:

Inbound Numbers

turboDial Account Owner

- Adding & modifying Inbound Numbers is enabled only for the turboDial Account Owner
- Inbound Number add & modify buttons are not visible to anyone except the turboDial Account Owner
- You must login to turboDial with
 - The email address associated with the owner of the turboDial account
 - The email address must be an authorized user of turboDial
 - The email address must also be a valid Infusionsoft ID
- Twilio's monthly charge for each number (in U.S. dollars):
 - U.S. \$1.00/mo
 - Australia \$3.00/mo
 - U.K. \$1.00/mo

Inbound & SMS:



+16129992889

Purpose of Inbound Numbers

- Each inbound number is a separate phone number identity for your business
- Use separate numbers to differentiate your inbound calls according to any scheme, e.g.
 - Geographic region
 - Store location
 - Product, Service or Line of Business
 - Individual employee being called
- turboDial requires an Inbound Number for the SMS feature
- SMS messages to your Inbound Numbers are handled by turboDial
- Voice Calls to your Inbound Numbers are not handled by turboDial

Inbound Number Requirements

- Required for each number:
 - You must specify a valid public phone number to which inbound calls will be forwarded
- Optional:
 - You may enable inbound SMS messaging for the number

Demo: Add a New Inbound Number

- Choose the Country
- Search for numbers
 - Use the '*' as a wild card
- Enter a forward-to number
 - Optionally include an extension
- Enable/disable for SMS
- Enter a backup email address

Forward To Number with Extension

- If your inbound number does not successfully forward to your extension you may need to add additional “pauses” before the extension is dialed
- 1 second of pause is always included by default
- Use a ‘w’ (lower-case double-u) for each additional .5 second
- Example, if your extension is 123, entering it as
 - 123 the extension is dialed 1 second after connecting
 - w123 the extension is dialed 1.5 seconds after connecting
 - www123 the extension is dialed 2.5 seconds after connecting

Demo: Modify Existing Inbound Number

- Modify the forward-to number
 - Optionally enter/modify an extension
- Modify the backup email address
- Optionally enter/modify the Short Label
- Enable/disable for SMS

Inbound Numbers Become...


- A choice in your Caller ID selector, visible to all users
- A choice in your Calling Device selector, visible to all users
- A choice in your Inbound & SMS selector, visible to all users

Caller ID: - +

+16129992889 ▼

Calling Device: - +

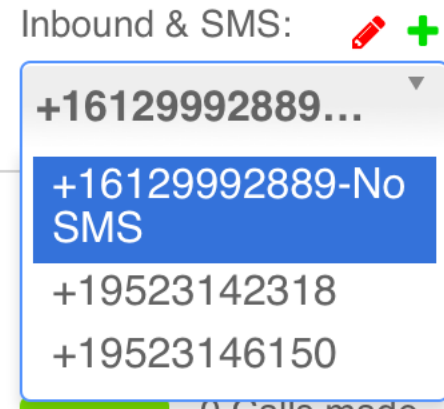
+16129992889 ▼

Inbound & SMS:  +

+16129992889 ▼

If SMS is Disabled

- The Inbound Number will be designated as “No SMS” in the selector
- When disabled it cannot be used as an SMS ID when sending an SMS



Dashboard 2014

TURBODIAL

The dashboard displays several widgets for two users: Will and Debbie. Key data points include:

- Will - Current Work:** AA New Lead (0), AA Quoting (0), AA Waiting (0), AA Closing (0).
- Debbie - Current Work:** AA New Lead (0), AA Quoting (0), AA Waiting (3), AA Closing (1).
- Summary Metrics:** Avg Policy Count (1.42), Average Premium (0.68), Active Policies (41), Won - YTD (41), Lost - YTD (15), Canceled - YTD (1), Stalled > 7 Days (28), Expected Premium in Quoting Stage (\$53,680.00), YTD Won - All (\$23,029.00).
- Satisfaction Survey:** NPS Promoter (2), NPS Neutral (0), NPS Detractor (0).
- Pipeline:** Lead (12), Quoting (11), Pending (4).

• Free Trial includes Inbound #s

• No Credit Card Required

• <http://turboDial.biz>

Sign Up Today!