

# TURBODIAL

The screenshot displays the turboDial web interface. At the top, the browser address bar shows `https://turbodial.biz/uf/index1.php` and the user is logged in as `bill@web-lever.com`. The interface includes several key features:

- CALL Controls:** A green 'CALL' button with a play icon and a red 'Msg' button.
- SMS Controls:** A blue 'SMS' button with a speech bubble icon, highlighted with a blue box.
- Caller ID:** A dropdown menu set to `+16305518502`.
- Calling Device:** A dropdown menu set to `This PC`.
- Inbound & SMS:** A dropdown menu set to `+16129992889`, highlighted with a blue box.
- Call Notes:** A text area for entering call notes.
- Call Outcome:** A dropdown menu for recording call outcomes.
- Call Recording:** A green play button and a trash icon for recording and deleting calls.

At the bottom of the interface, the TURBODIAL logo and 'Sales Pro' text are visible.

## Feature Overview

# SMS Send & Receive

# Purpose of turboDial SMS

- A powerful, personal communications method
  - No broadcast, no mass marketing, no short codes, no automated send SMS from a campaign, no automated lead capture
- Use turboDial SMS for 2-way conversations with clients & prospects who are otherwise difficult to reach
  - Some people are much more reachable via SMS
- turboDial SMS allows full 2-Way SMS in real-time
  - Send an SMS
  - Receive their reply
  - Send your response back, ...

# Requirement: Inbound Number

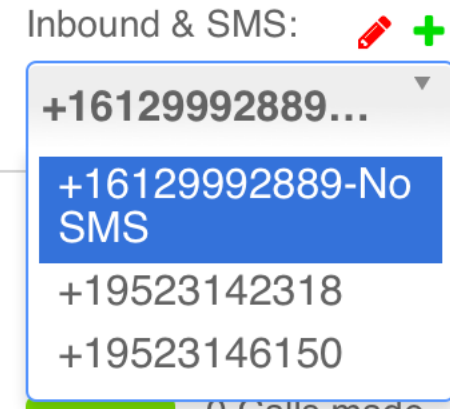
- An Inbound number must be available in your turboDial account



- Only your turboDial account owner is allowed to add and configure inbound numbers
- Visit the [Inbound Numbers](#) section of the turboDial Guides & Videos

# If SMS is Disabled on a Number

- 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



# Demo: Sending an SMS Message

- Choose an SMS ID
- Choose the Contact's mobile phone number
- Click the SMS Button
- Review recent SMS interactions
- Compose & Send

# Demo: SMS Replies

- SMS inbound replies are delivered by email to...
  - The email address of the User who sent the most recent SMS outbound to the Contact
    - That email address is stored in the body of the Note record for the outbound SMS
  - If no outbound SMS Note record can be found, then the backup email address configured into the Inbound number will be used.
- SMS inbound emails include a Reply Link
  - Use the Reply Link to reply back
  - Do not reply by Email
- SMS inbound replies show in the recent SMS list
  - Click turboDial's SMS button for the Contact

# Demo: Notes & Reports

- Review Note record
  - Outbound vs Inbound
- View example Report
  
- Follow tutorial in the Guides & Videos of <http://turbodial.biz>
  - See “Reports About Calls” section
  - For the Main Search - Instead of “turboDial: Call” use
    - turboDial: SMS Inbound
    - turboDial: SMS Outbound
    - turboDial: SMS

Dashboard 2014

# TURBO DIAL

AA New Lead	0	AA New Lead	0	Avg Policy Count	1.42
AA Quoting	0	AA Quoting	0	Average Premium - YTD	68
AA Waiting	0	AA Waiting	3	Active Policies	41
AA Closing	0	AA Closing	1	Won - YTD	41

Average Quoting Time	11	Average Quoting Time	11	Stalled > 7 Days	28
Average Waiting Time	11	Average Waiting Time	11	Expected Premium	\$9,700.00
Average Premium - YTD	\$596.15	Average Premium - YTD	\$523.50	Expected Premium in Quoting Stage	\$53,680.00
				YTD Won - All	\$23,029.00

Quotes - 7 Days	0	Quotes - 7 Days	0	NPS Promoter	2
Closed - 7 Days	0	Closed - 7 Days	0	NPS Neutral	0
Premium - 7 Days	0	Premium - 7 Days	\$0.00	NPS Detractor	0
Quotes - 30 Days	0	Quotes - 30 Days	0		
Closed - 30 Days	0	Closed - 30 Days	0		
Premium - 30 Days	0	Premium - 30 Days	0		
Quotes - YTD	0	Quotes - YTD	0		
Closed - YTD	0	Closed - YTD	0		
Lost - YTD	0	Lost - YTD	0		

Lead	12
Quoting	11
Waiting	4

• Free Trial includes 2-Way SMS

• No Credit Card Required

• <http://turboDial.biz>

## Sign Up Today!