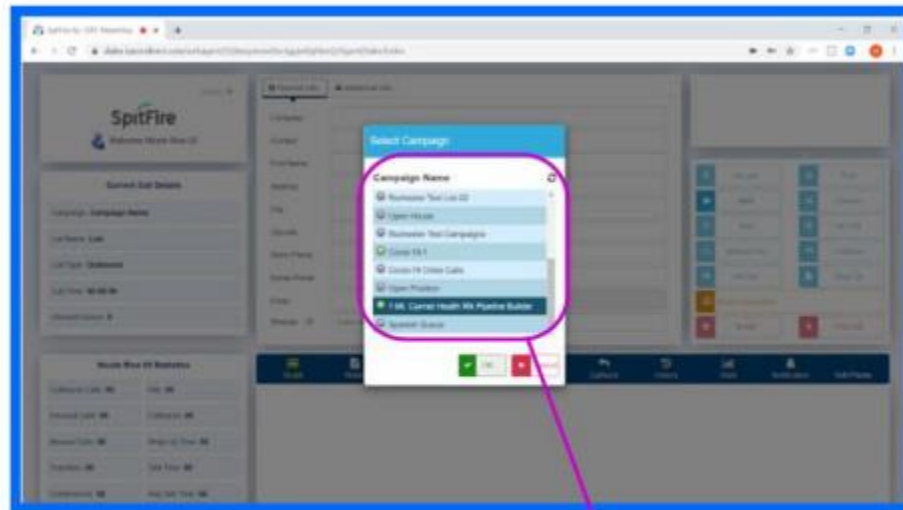# JOB AID 1

Logging in to Spitfire

DIRECTIONS:

Select the campaign names for your shift. This information will be shared with you via the Slack channel prior to your shift.

Press control/click to select more than 1

Click ok

NOTE:
Grayed out- campaigns have not started
Green- campaign running
Orange- campaign paused

Logging in to Spitfire - Your Home screen

Candidate Details - the candidate details will populate upon initiating a new call

Current call details - lists the campaign/hospital that you are calling on behalf of.

Available state - shows if the agent is waiting for a new call or is on new call

Action buttons - use for scheduling call backs, logging off for a break, manual dial, and wrapping up a call.

Blue tool bar - Connects to other screens or information.

Sample Script for introduction of call

New Call – Candidate Interested

DIRECTIONS:

If the candidate is interested in the job/campaign, then you will click on the URL tab to verify candidate information and ask additional questions.