

# JOB AID 1

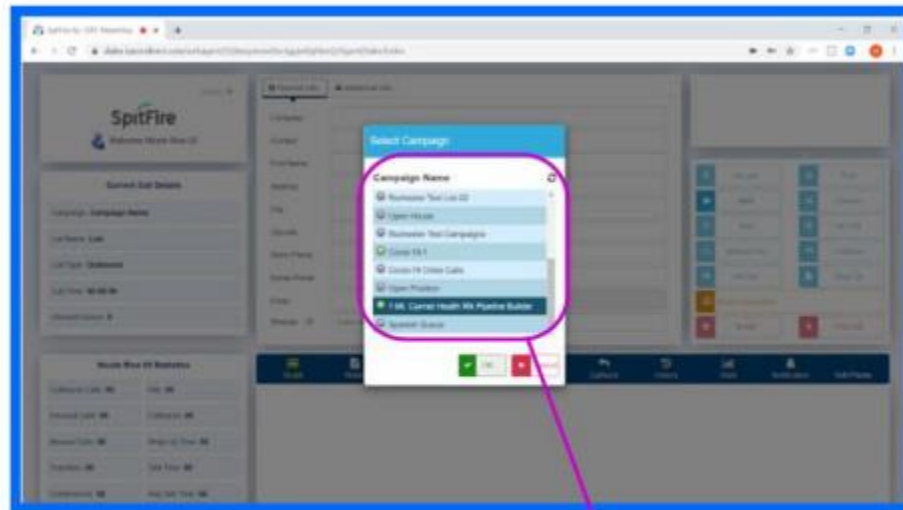
## Logging in to Spitfire

### 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

The screenshot shows the Spitfire home screen with several key areas highlighted by pink arrows and text:

- Candidate Details:** Located at the top left, it contains fields for Company, Contact, First Name, Last Name, Address, City, State, Zipcode, Country, Home Phone, Cell Phone, Email, and Website. A pink arrow points to the "Company" field.
- Current Call Details:** Located below the candidate details, it shows Campaign (Campaign Name), List Name (List), Call Type (Outbound), Call Time (00:00:00), and Inbound Outbound (0). A pink arrow points to the "List Name" field.
- Available state:** Located at the top right, it shows "Waiting For New Call". A pink arrow points to this area.
- Action buttons:** Located below the available state, it includes buttons for "Dial", "Pause", "Mute", "Transfer", "Answer", "No Call", "Manual Dial", "Call Back", "All Out", and "Wrap Up". A pink arrow points to the "Manual Dial" button.
- Blue tool bar:** Located at the bottom, it contains icons for "Script", "Notes", "URL", "Chat", "SMS", "Callback", "History", "Stats", "Notifications", and "Soft Phone". A pink arrow points to the "Script" icon.
- Sample Script for introduction of call:** A pink arrow points to the "Script" icon in the tool bar.
- Nicole Rice 02 Statistics:** Located at the bottom left, it shows various call statistics such as Outbound Calls, Missed Calls, Manual Calls, Transfers, and Conferences.

## 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.

The screenshot displays a CRM interface for Spitfire. The top navigation bar includes 'Script', 'Notes', 'URL', 'Chat', 'SMS', 'Callback', 'History', 'List', 'Stats', 'WebLocation', and 'Soft Phone'. The 'URL' tab is highlighted with a red circle. A red arrow points from the text 'click on the URL tab' to this circle. The main content area is divided into several sections:

- General Info:** Company: BayCare; Contact: Barbara Kruger; Address: 810 Plum Tree Ln, Sarasota, FL 34243-1720; Voice Phone: 9375722757; Email: BAK045@AOL.COM.
- Current Call Details:** Campaign: 1 Mt. Carmel Health RN Pipeline Builder; List Name: \_Nicole Test List; Call Type: Outbound; Call Time: 08:06:13; Missed Queue: 0.
- Nicole Rice 02 Statistics:** Outbound Calls: 0, Inbound Calls: 0, Manual Calls: 0, Transfers: 0, Conferences: 0; Miss: 0, Callbacks: 0, Wrap-Up Time: 0:0:0, Talk Time: 0:0:0, Avg Talk Time: 0:5:32.
- New Call:** Connected To Collete Ambruster. Actions include Record, Print, SMS, Transfer, Hold, No Call, Manual Dial, Callback, All Dial, Wrap Up, Select Disposition, Break, and End Call.
- INTRODUCTION:** Hello, I'm calling on behalf of the nursing recruitment team at AccentCare. We are reaching out to nurses to let them know about great home health opportunities throughout the Chicago area, can we chat for a minute?  
Hospital Locations: Downtown San Diego, Redondo Beach, Elvira, Orange County