

Constituent Engagement Strategy

Sound File Recording Guide

Sound File Recording Studio:

To use our automated recording studio to load a file into your account, call 800-619-5518, and enter Client ID code when prompted.

- To begin recording, press 1.
- Record at the tone and press the # key when you are finished.
- The recording will stop and you will hear the following options
 - To listen to the recorded message press 1.
 - To erase and re-record press 2.
 - To continue the recording press 3.
 - To finish recording press 4 or just hang up.
 - To save and record a new message press 5.

Reminder Call

This is a quick automated phone message that we will send out the day before your event to your list letting them know about the upcoming TeleForum. This message should include:

Required

- The name of the organization responsible for the call at the beginning of the message
- The organization responsible for the call's contact phone number

Optional

- Any special guests on the TeleForum
- The content of the TeleForum
- The date and time of the TeleForum
- The dial-in information in case people want to dial into the call

- Prompt to opt-out of future calls

Example Script A – MOC records each call:

“Hi, this is Congressman/Senator, _____. I’m calling you to invite you to participate in my live TeleForum town hall event. If votes are not called, you should expect a call to this number on Day of Week, Date between X-X am/pm TZ. The purpose of this call is to listen to my constituents and understand which topics/issues are most important to you. (Include pressing issues to be discussed on the event here) If you would prefer to participate from a different phone you can do so by calling 877-229-8493 and entering the ID code **(1 + Client ID)**, or you can stream the event by going to (website). If you have any questions, please call _____ at XXX-XXX-XXXX. To be added to our do not call list, please press 9 now.”

Example Script B – MOC records once/staff member records additional details each time:

(MOC TO RECORD) “Hi, this is Congressman/Senator, _____. I’m calling you to invite you to participate in my live TeleForum town hall event. The purpose of this call is to listen to my constituents and understand which topics/issues are most important to you. Please stay on the line to hear more details about this event. **(STAFF MEMBER TO RECORD)** If votes are not called, you should expect a call to this number on Day of Week, Date between X-X am/pm TZ. (Include pressing issues to be discussed on the event here) If you would prefer to participate from a different phone you can do so by calling 877-229-8493 and entering the ID code **(1 + Client ID)**, or you can stream the event by going to (website). If you have any questions, please call _____ at XXX-XXX-XXXX. To be added to our do not call list, please press 9 now.”

Live Answer (Required)

This is the message that will play when someone picks up the phone that invites them to join the live event. This message should include:

Required

- The name of the organization responsible for the call at the beginning of the message
- The organization responsible for the call’s contact phone number

Optional

- Any special guests on the TeleForum
- The content of the TeleForum
- Prompt to opt-out of future calls

Example Script:

“Hi, this is Congressman/Senator, _____. I am calling to invite you to join my live TeleForum event taking place in just a few moments. Please just stay on the line and you will be automatically connected. If you have any questions after the event or I can assist you in any way, please call my office at XXX-XXX-XXXX. To be added to our do not call list, please press 9 now.”

**We recommend for this message to be kept short and direct

Answering Machine (Required)

This is the message that will play when we get an Answering Machine. This message should include:

Required

- The name of the organization responsible for the call at the beginning of the message
- The organization responsible for the call’s contact phone number

Optional

- Any special guests on the TeleForum
- The content of the TeleForum
- The date and time of the TeleForum
- The dial-in information in case people want to dial into the call

Example Script:

“Hi, this is Congressman/Senator, _____. I called to invite you to participate in my live TeleForum event taking place right now, but it appears I missed you. If this is not an answering machine, please press “1” to join me. If you get this message within 30 minutes of receiving the call, just dial 877-229-8493 and enter the ID code **(1 + Client ID)** to participate, or you can stream the event by going to (website). If you have any questions or I can assist you in any way, please call my office at XXX-XXX-XXXX. Thank you!”

Post Event Voicemail (Optional)

This is the message that plays at the end of the TeleForum. This message should include:

- A thank you to participants for joining the event.
- The instructions for participants to leave any questions or comments after the tone.

Example Script:

“Thank you for participating in my TeleForum event. If you would like to leave a question or comment, please do so after the tone. Thanks again!”

Custom Caller ID**

Please note this is specific to a TeleForum Townhall Event, Custom Caller ID may need to be changed for other automated broadcasts.

This is the message that plays when someone calls the number displayed on their Caller ID back. This message should include:

- The name of the organization who is responsible for the call and why they were calling
- Ability to opt-out of future calls (optional)

Example Script (with opt-out option):

- “Hi, this is Congressman/Senator, _____. I was calling to invite you to participate in a live TeleForum Townhall event. The purpose of this call is to listen to my constituents and understand which topics/issues are most important to you. I will try calling you again in the future. If you have any questions, please contact my office at xxx-xxx-xxxx. If you would like to be added to the Do Not Call List, please enter your ten-digit number now.