



How to Mark Your Data : A Swing Left Phone Banking CallHub Guide

Call Results

In call hub, the last question asked is “What was the result of this call?”

Below are the options you will see, as well as when to use them:

- **No Answer**
 - If the voter you are trying to reach is not home.
 - If you get a “this number has calling restrictions” message.
 - NOTE: *Please DO NOT leave a message. If there is no answer or the call goes to voicemail, simply hang up and move on to your next call.*
- **Bad Number/Wrong Number**
 - If the number is out of service.
 - If the targeted voter has moved and is no longer at the number on the list. ***Keep in mind, this is a targeted list, so only have a conversation with the person specifically named.***
- **Do Not Call**
 - ONLY use this if the voter specifically asks to be removed from the list.
 - **PRO-TIP:** Do NOT use this if the voter says s/he is busy, doesn’t want to talk right now, tells you they already donated to a campaign, etc.
- **Refused to talk**
 - The voter refused to engage in the conversation (e.g. hangs up on you, says something like ‘voting information is private’).
- **Answer, had conversation**
 - You spoke to the targeted voter and recorded answers to the questions you asked.
- **Busy/Unable to talk**
 - The person says to call back another time, they are busy, etc.
 - You get a busy signal
- **Other Language**
 - The targeted voter is not an English-speaker, and you don’t speak their language so you were unable to have a conversation with them