



## The Complete Campaign Headquarters Business Phone Solution

In any political arena, reliability is essential. For your campaign, run for office or political fundraising efforts, the VirtualPBX Call Center ensures reliable communication with your staff, volunteers, and the community you serve. A VirtualPBX Call Center is a telephony solution that is easily up and running in a matter of hours. No hardware is required and everything you need for a manageable campaign call center is included. This service seamlessly accommodates your staff and volunteers in an office, out in the field or a combination of the two.

### In an office:

- Top rated Yealink VoIP (Voice over Internet Protocol) phones are shipped to your campaign headquarters pre-programmed and ready to take calls through your Internet connection. These phones are temporarily rented to facilitate their return at the end of the campaign, so you're not tasked with re-purposing them.
- Auto-attendants easily route calls depending on your callers' needs; you can reserve options for your constituents to gain more information about your platform, to talk to someone about volunteer opportunities, to support you through donations, or any number of options to best fit your needs.

### In the field:

- Softphones give you the freedom to take your business wherever you can take your mobile phone or tablet. Every staff member can be dispersed to their post while receiving routed calls as if they were in a shared office.
- With an Internet connection you have everything you need to get started. There is no additional hardware necessary; no need to carry multiple mobile phones, and your personal calls stay personal.

## Fully Featured

The VirtualPBX Campaign Headquarters system offers features that are truly indispensable for your call center to run efficiently. Some of the most praised features are TrueACD™ Queuing, Follow-me Calling, and voicemail and fax forwarding.

- **TrueACD™ Queuing** – Route your callers to a specific extension or department. Common business executions of this include queues for billing, sales, and service; but your TrueACD™ Queue can be configured to fit your specific needs, for example, specific queues for accepting donations or fielding media requests.
- **Follow-me Calling** – This feature is perfect for dynamic teams that cannot be restricted to a single location. This feature forwards your calls to a list of phone numbers you have designated, until it is answered, so your calls always find you.
- **Voicemail and Fax Forwarding** - Provide copies of each voicemail and fax that a staff member, volunteer, or a team of people receives to designated email addresses. This feature is great for sharing information or storing it until you need it.
- **Dialed Number Identification Service (DNIS)** – Stand apart from other candidates by personalizing the way you answer each call. Give voters and supporters different, dedicated numbers to address their specific inquiries appropriately - all from the same call center.
- **Incoming Number** – Dedicate a telephone number for callers to listen to pre-recorded information about your platform, polling locations or upcoming events.
- **Hardware** – Rent or purchase VoIP phones, routers, headsets, conference phones, and/or switches – you name it, we can provide it.
- **Turnkey Options** – We offer turnkey solutions, including all of the above hardware and bandwidth solutions based on your particular campaign's needs.

## Proven Track Record

During the 2012 election season, VirtualPBX proved an extremely effective solution for the Voter Protection Hotline in Ohio. When searching for the best technology for this campaign, it was imperative that calls be equally distributed and routed to volunteers who were geographically dispersed. Not only did VirtualPBX prove to be the most cost-effective solution; nearly 350,000 calls around the United States were rerouted to volunteers who were continuously backed by the support and customer service that VirtualPBX is known for.

“When I started I told my leadership that I would provide them with the best tech possible within their budget. I did just that. In Ohio we had services that no other state matched. That includes our call center for Voter Protection. And that call center was all VirtualPBX. I delivered on my promise. It is through partnering with such an excellent service provider as VirtualPBX that I was able to be so successful, and because I was so successful in this venture, so was Ohio.”

*Jeffrey L. Nelson*  
Director of Information Technology  
OFA-Ohio



### Campaign Fundraising & Donation Hotline

LOCAL NUMBER

TOLL-FREE NUMBER

#### Auto-Attendant Greeting:

Thank you for calling the fundraising and donation hotline. If you know your party's extension, enter it now.

- For information on our platform, press 1
- To make a donation, press 2
- For polling locations, press 3
- For the campaign staff directory, press 7



### Voter Protection Hotline

LOCAL NUMBER

#### Auto-Attendant Greeting:

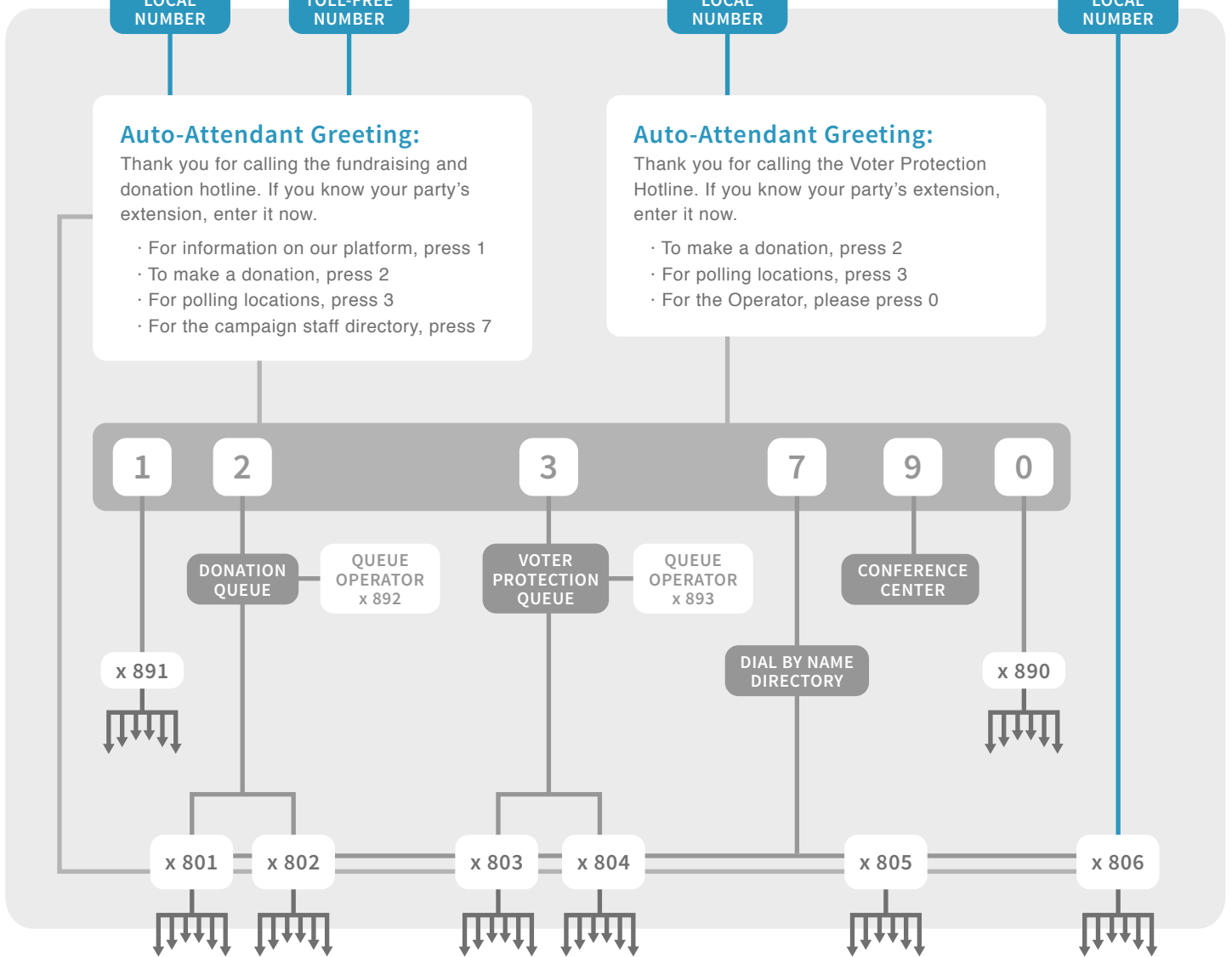
Thank you for calling the Voter Protection Hotline. If you know your party's extension, enter it now.

- To make a donation, press 2
- For polling locations, press 3
- For the Operator, please press 0



### Direct Inward Dial (DID)

LOCAL NUMBER



Staff and Volunteer Desk and Mobile Phones, Voicemail to Email, Fax to Email