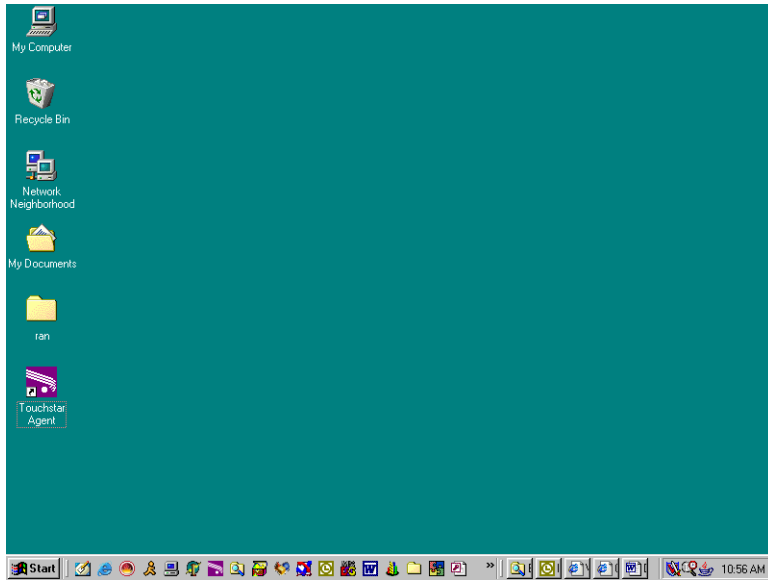
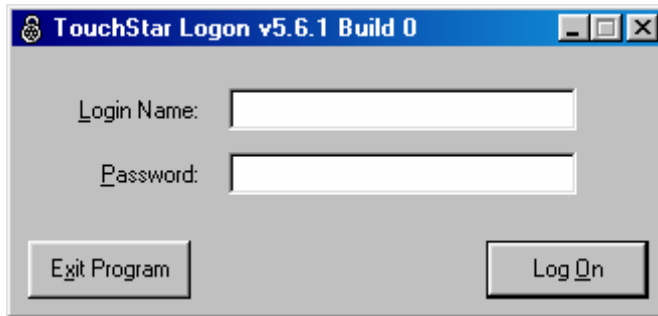


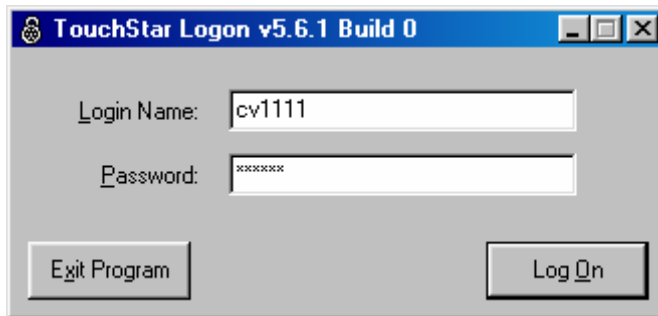
HOW TO OPERATE THE TOUCHSTAR SYSTEM



Double click on the **TOUCHSTAR AGENT** shortcut on your desktop.

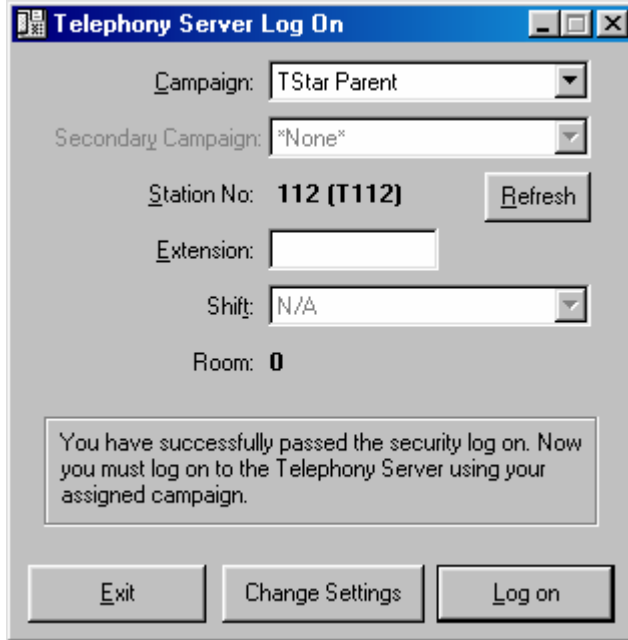


Enter your Login Name and Password.



Click **LOG ON**.

10/25/06



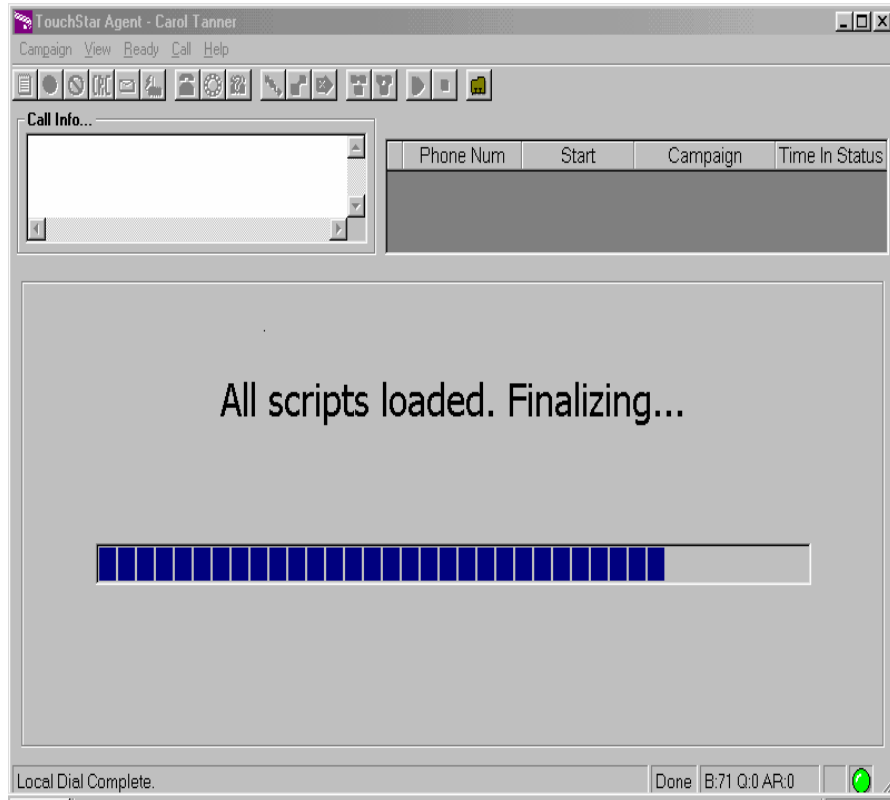
Choose a Campaign as directed by your Independent Contractor Coordinator (ICC).

If the **EXTENSION** box is empty, click in the **EXTENSION** box and enter your Phone number. **THIS WILL BE THE NUMBER YOU WANT THE SYSTEM TO CALL YOU BACK ON** to talk to customers. Do not put the number 1 in front of the phone number and do not use spaces, hyphens or parenthesis.



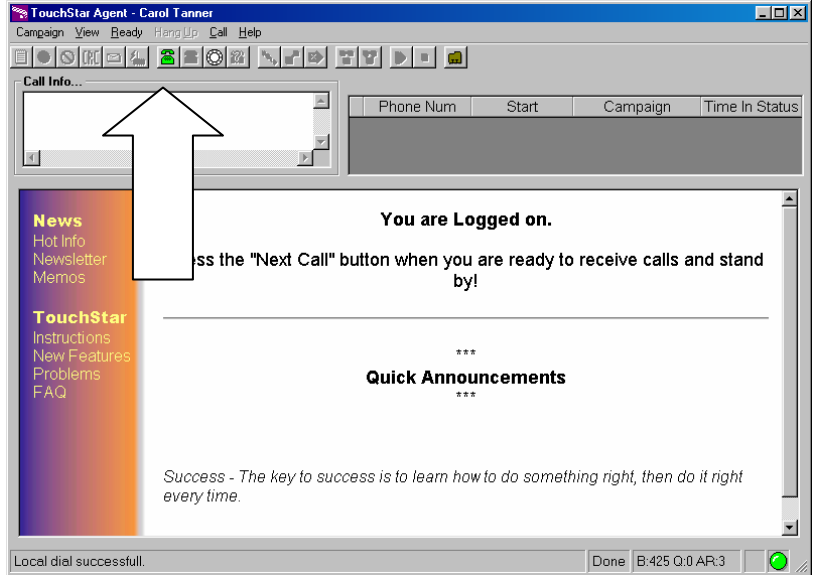
Click **LOG ON**.

Within a few seconds your phone will ring. Pick up the phone and say **“HELLO”** to become active in the system.

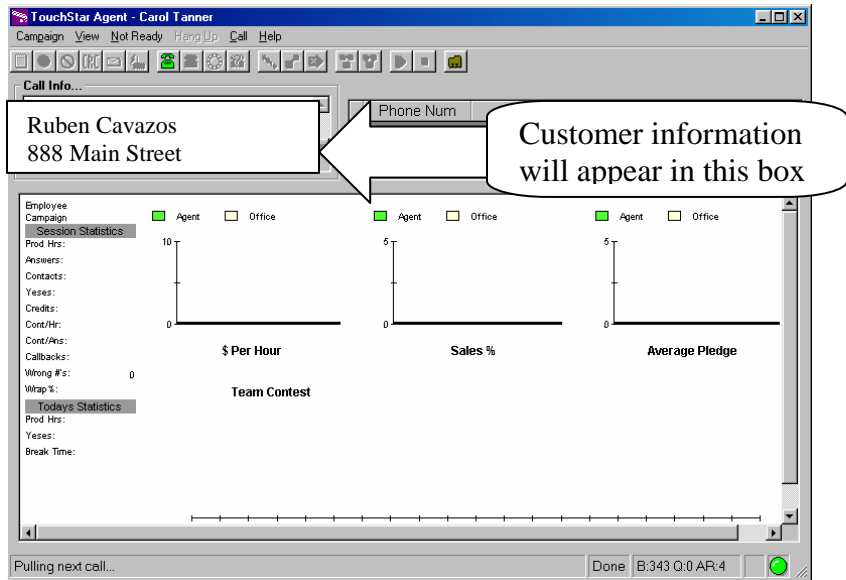


You will now see the scripts loading on your screen. This may take a minute to load.

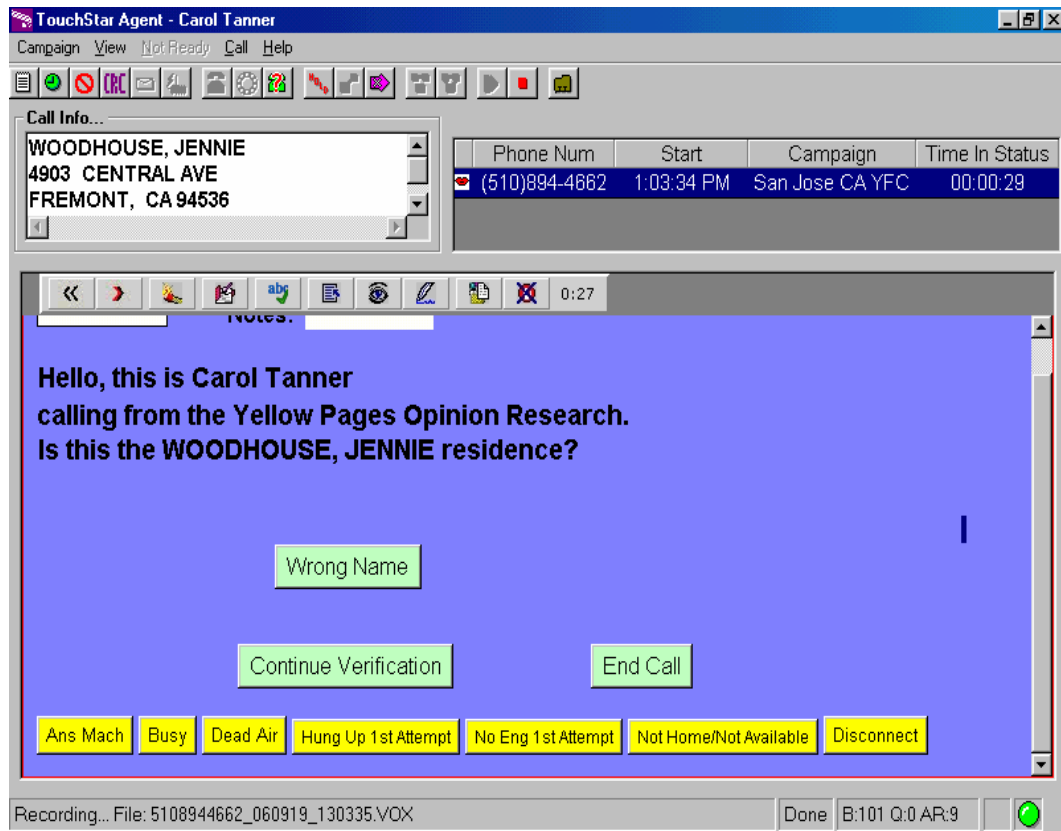
Once all of the scripts are loaded, you will be at the main page for the Touchstar System.



When you're ready to start taking calls, click on the **GREEN PHONE** icon on the toolbar.



You will now be waiting for calls to come in.



When a customer has answered their phone you will hear a beep in your phone. Say “hello” immediately as the customer will already be on the line. Simply follow the script and click on the buttons that correspond to what the customer is telling you.

TouchStar Agent - Carol Tanner

Campaign View Not Ready Call Help

Call Info...

WOODHOUSE, JENNIE
4903 CENTRAL AVE
FREMONT, CA 94536

Phone Num	Start	Campaign	Time In Status
(510)894-4662	1:03:34 PM	San Jose CA YFC	00:03:34

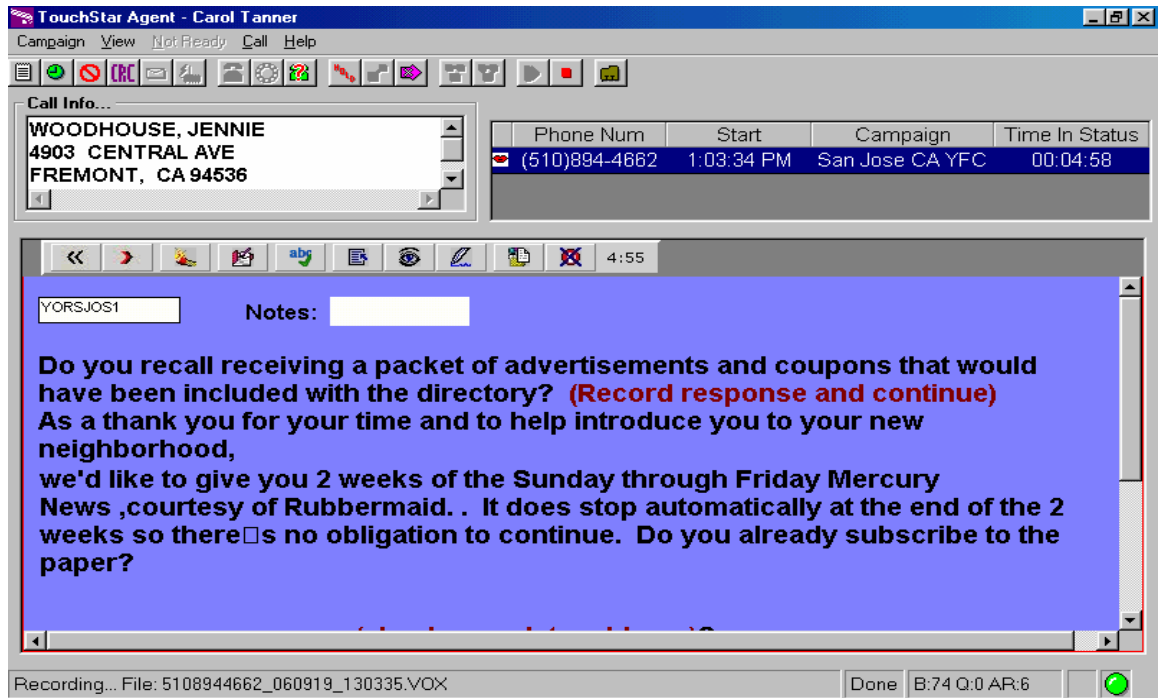
YORSJOS1 Notes:

This is a courtesy call to see if you received your Yellow Pages directory?

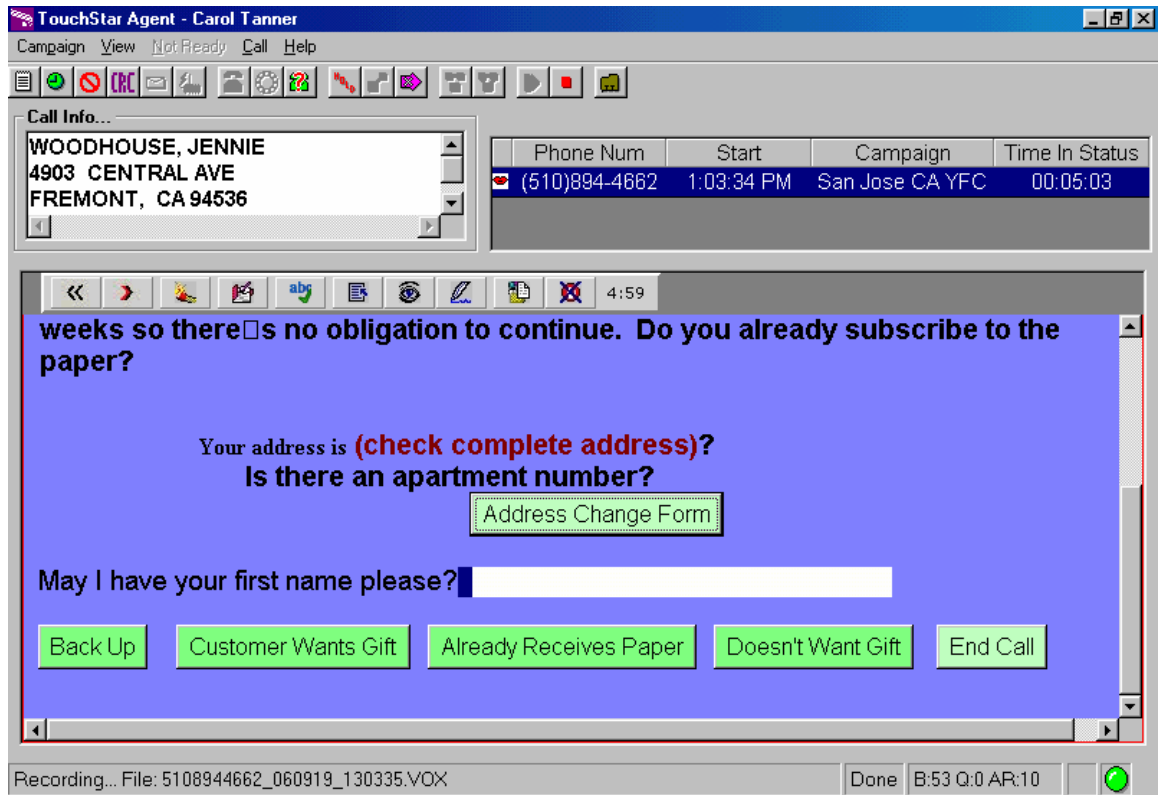
Back Up Yes/Don't Know NO End Call

Ans Mach Busy Dead Air Hung Up 1st Attempt No Eng 1st Attempt Not Home/Not Available Disconnect

Recording... File: 5108944662_060919_130335.VOX Done B:100 Q:0 AR:4



Scrolling the screen to the bottom is much easier if you use your roller in the middle of your mouse.



TouchStar Agent - Carol Tanner

Campaign View Not Ready Call Help

Call Info...

WOODHOUSE, JENNIE
4903 CENTRAL AVE
FREMONT, CA 94536

Phone Num	Start	Campaign	Time In Status
(510)894-4662	1:03:34 PM	San Jose CA YFC	00:06:43

YORSJOS1 Notes:

The 2 weeks gift of the Mercury News will start within the next seven days.

If you have any questions regarding your gift or your delivery, please call the Mercury News.

Thank you and I hope you enjoy the newspaper. Goodbye.

Received Directory and Don't Know If Rec Directory and
1YY Received Pkg 3YY Received Pkg

Recording... File: 5108944662_060919_130335.VOX Done B:87 Q:0 AR:19

TouchStar Agent - Carol Tanner

Campaign View Not Ready Call Help

Call Info...

WOODHOUSE, JENNIE
4903 CENTRAL AVE
FREMONT, CA 94536

Phone Num	Start	Campaign	Time In Status
(510)894-4662	1:03:34 PM	San Jose CA YFC	00:07:01

6:59

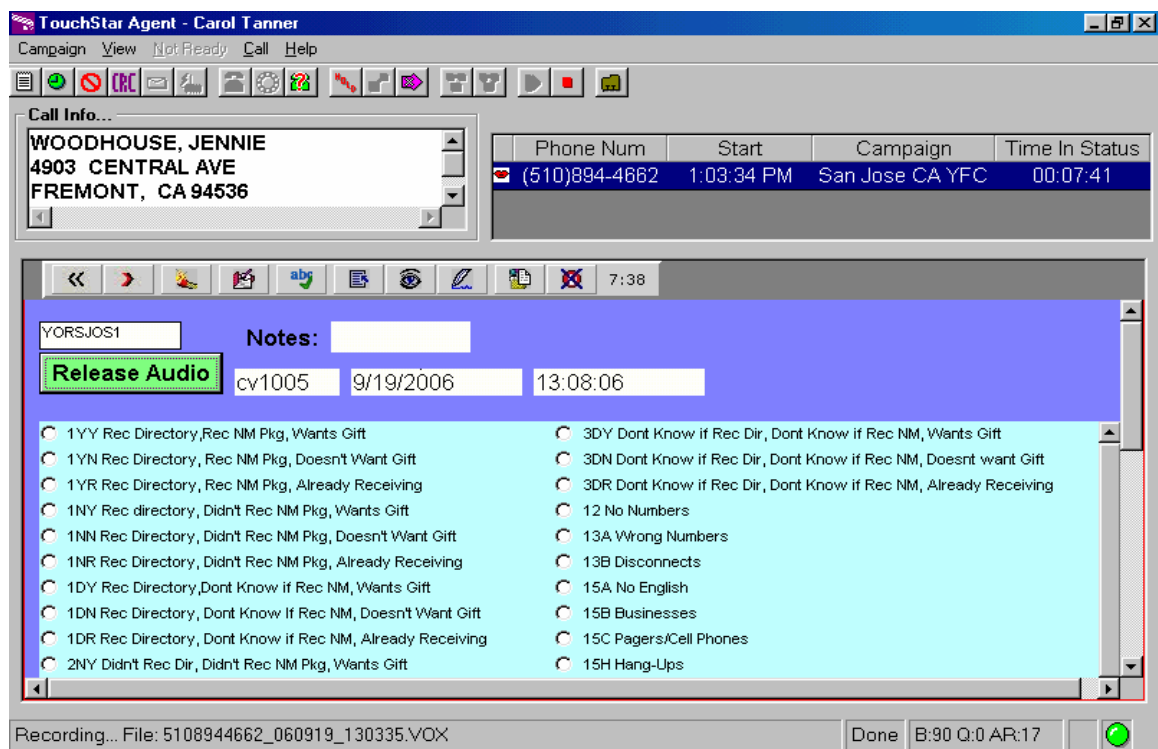
If you have any questions regarding your gift or your delivery, please call the Mercury News.

Thank you and I hope you enjoy the newspaper. Goodbye.

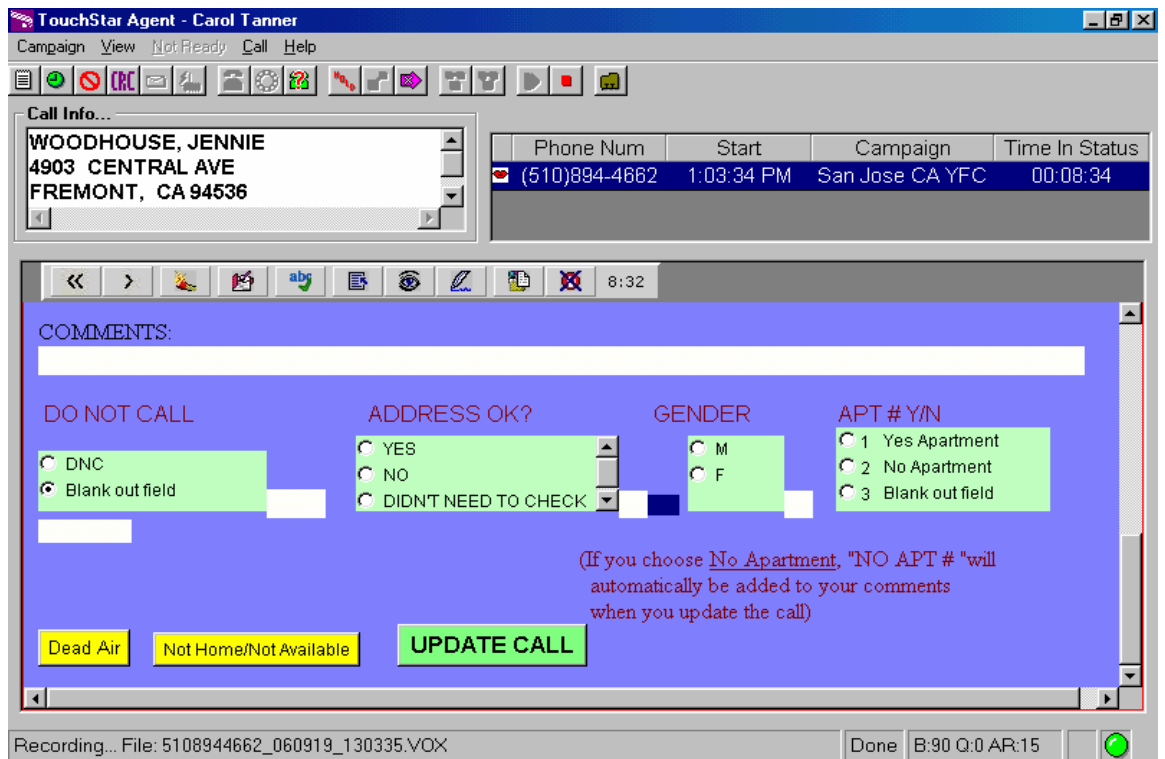
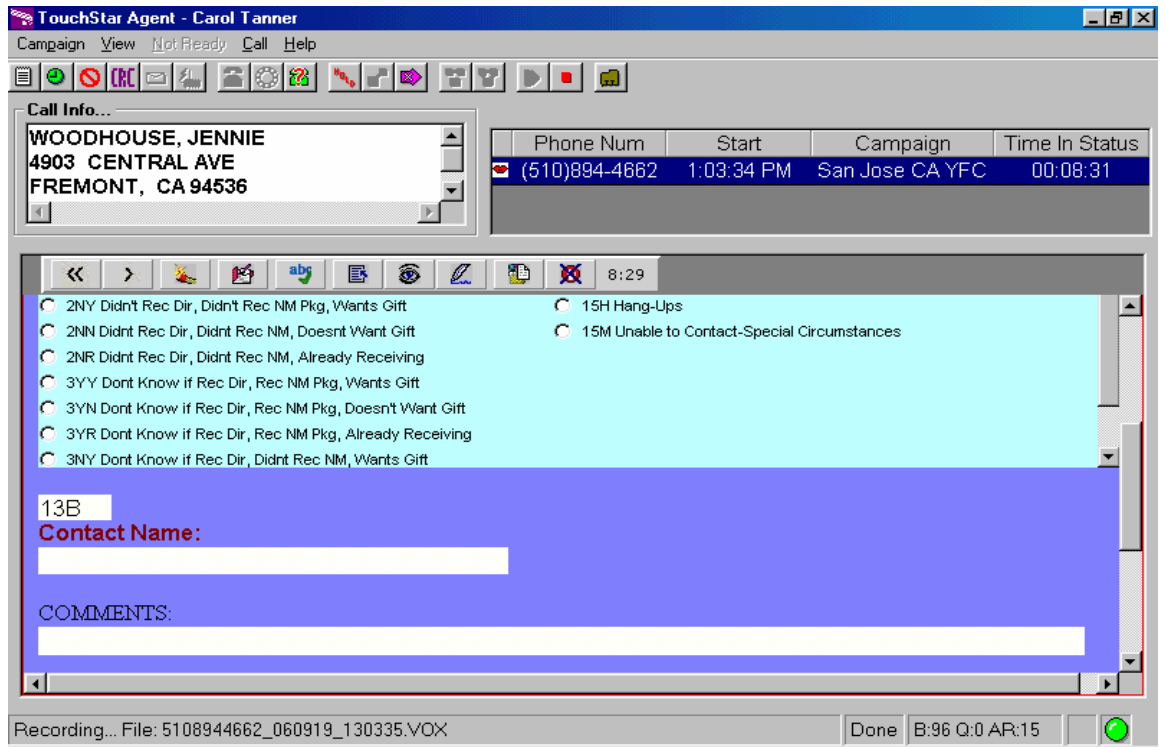
Received Directory and Don't Know If Rec Directory and
1YY Received Pkg 3YY Received Pkg
1NY Received Pkg 3NY Received Pkg
1DY Don't Know if Rec. Pkg 3DY Don't Know if Rec. Pkg

Back Up End Call

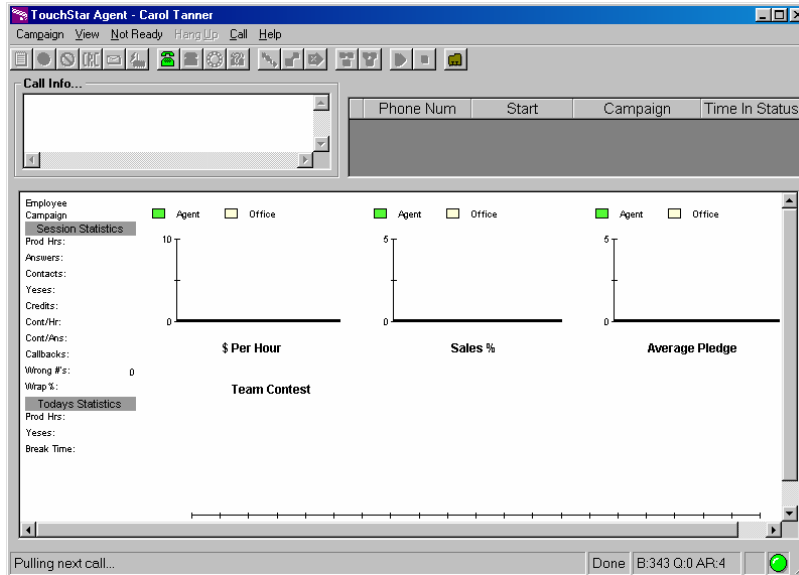
Recording... File: 5108944662_060919_130335.VOX Done B:56 Q:0 AR:15



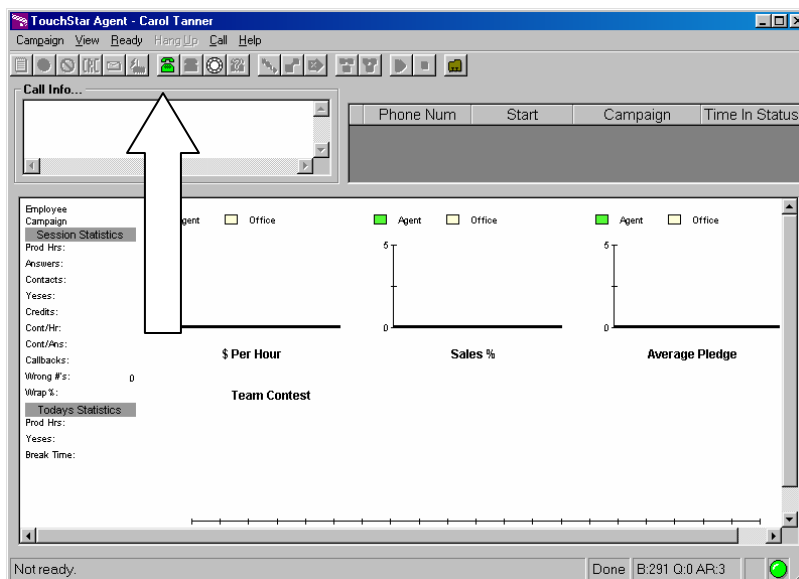
Once you have ended the call, click the **RELEASE AUDIO** button on the screen to hang up with the customer but do not hang up your phone. Hanging up your phone will disconnect you from the Touchstar System. Choose the appropriate Result Code.



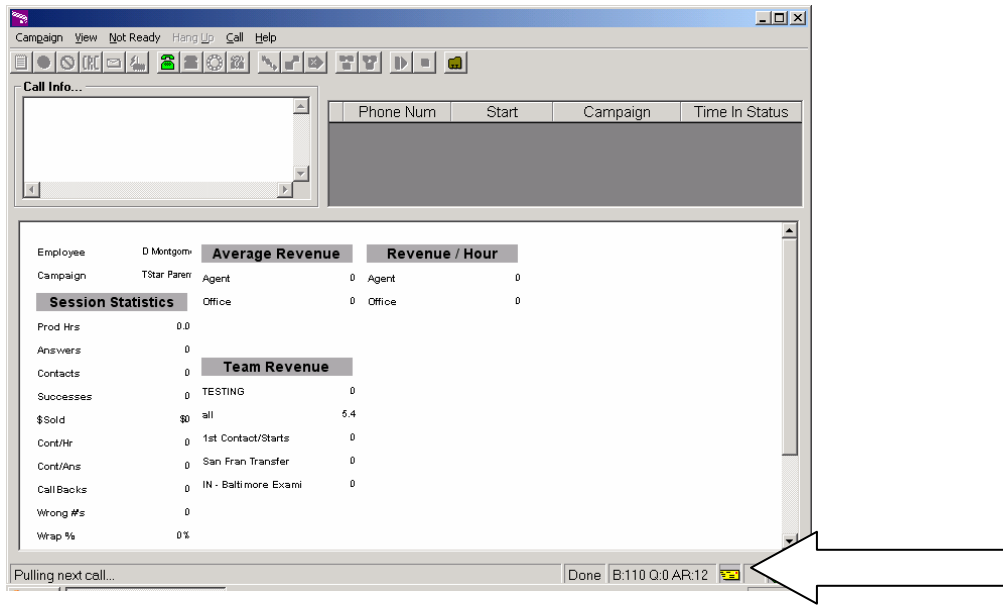
Scroll to the bottom of the screen, fill in any boxes you need to, then click **UPDATE CALL**. If the customer requests to be placed on the DNC list, click on DNC in the Do Not Call field, then code the call accordingly.



This will put you back to the stats screen while you're waiting for the next call to be sent to you. (Note: The information in the bottom right corner of the screen will let you know if there are still calls available to be dialed. If you see a zero after the "B" and it doesn't change to a number again within 3 minutes, all available calls have been dialed and you should log out of the system.)



To pause at any time simply click the **GREEN PHONE** icon.



Sometimes we need to send you a message. You will see a flashing envelope at the bottom right side of your screen. Simply click the envelope to receive our message.

To log off the system:

- Click on **CAMPAIGN** at the top left
- Click on **LOG OFF**.



- Click on **OTHER**.
- Click on **OK**
- Click on **CAMPAIGN**
- Click on **QUIT**