

# HELP TICKET COURSE

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Time: 21 minutes



# HELP TICKET COURSE CONTENT

- ◉ REGISTRATION
- ◉ PRE-RECORDING
- ◉ DOWNLOAD APPS SMART PHONE
- ◉ SCHEDULE TELE-CONFERENCE
- ◉ SOCIAL MEDIA TARGETS
- ◉ TEXTING & BLOGGING
- ◉ FEATURE WEB PAGE
- ◉ NEWSLETTER



# REGISTRATION

First, all members of network should complete a registration for to be completely connect with DanaPspeaks Network



Review the introduction:

<https://s3.amazonaws.com/com.quicklessons.prod/export/QL/b5d772a-b-d452-46e5-8f21-ea3be971cf0a/course.htm>



# PRE-RECORDING INTERVIEW

- The process to pre-record your guest takes 72 hours to schedule the interview. Here are the steps: (it takes to two weeks to schedule a prerecorded show)
  - Your pre-recorded introduction will be pre-set (for 2 days) you will press #9 to here the introduction of your show...the interview will begin
  - Your commercial or a commercial will be set (for 2 days) you will press #9 after the commercial to end the interview) Please see the pre-recording course.
- Remember you are not the only person that might need to schedule an interview with your guest.



# DOWNLOAD APPS-SMARTPHONE

- Each Member can download ring central application onto their Smartphone and access the soft phone from their cell phone.
- What is a Smartphone: it's a cell phone that you can use database to use different types of apps and a computer base set up over your cell phone.
- What is a soft phone: an application that you can use on your cell phone
- Download Ring central app: you can call your customers and receive calls through your Ring Central system. Your customers will see your toll free number instead of your personal phone. You can dial phone numbers and much more.



# SCHEDULE TELE-CONFERENCE

- ◉ You can set up conference calls all over the globe with your Ring Central account.
- ◉ You have a dial in number that is assigned to you by accessing your toll free account.
- ◉ You have total control of the process just sign in with the toll free number + your extension+ your code.
- ◉ Contact technical support with any questions you have regarding your account. Please do not call ring central for assistance this can get your account terminated with the network. (put in a help ticket)



# SOCIAL MEDIA TARGET

- You have access to social media facebook, twitters, linknd, and email.
- To connect with social media on your web feature page you need to provide technical support with this information.
- Technical support will put icon for you to access:
  - You will then go to your web feature page to access the process.
  - Enter your email address and password, now your social media is activated



# TEXTING & BLOGGING

- ◉ Your web feature allows you to have the capability to:
  - Texting
  - Blogging

This process will keep the traffic focus on your services and communication inbound/outbound

Note: Technical support post and text every show in advance. Co-host please respond to the bloggers on the Danapspeaks Talk Live Radio Bloggers with your responses. We are continually building this traffic, bloggers like to see responses it encourage other bloggers to text you about what they think about the shows.





# WEB FEATURE PAGE

- ◉ Here are all the things you can do on your web feature page:
  - Provide information for your potential clients
  - Photo gallery
  - Music/Videos
  - Banners
  - Flyers
  - Direct call to the toll free number from your web feature page
  - Texting/Blogging
  - Emailing/Social media connections
  - Much much more...



# NEWSLETTER

- ⦿ Each member should complete a newsletter request to stay updated on the upcoming events within the network.
- ⦿ The newsletter is a tool used to keep our members connected with the network in our network.
- ⦿ Each member can submit a 200 words article for the newsletter, deadline 15<sup>th</sup> of each month. The article will be the next month distribution.

# QUESTIONS & ANSWERS

We hope we have exceeded your expectation and learned more about the services available to you. We provide a marketing product that is set for you to exceed in your business with an affordable price.

Any questions please go to technical support and complete a HELP ticket.

