



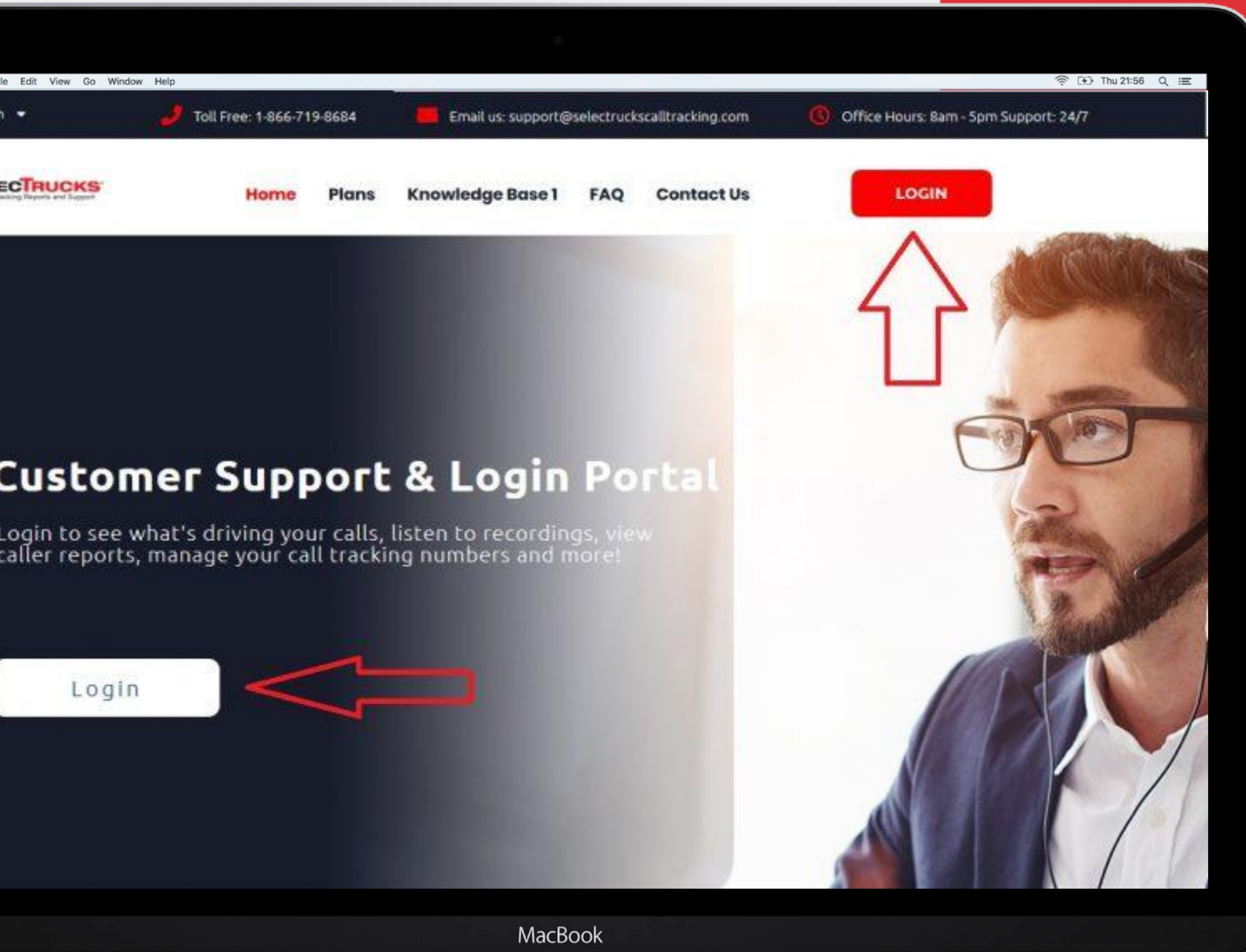
SELECTRUCKS CALL TRACKING TUTORIAL

How do I login?

ANS. Click the Login button on the home page of this website, or in the top right hand corner of any page. You can also copy the following URL and paste it into your browser window and hit enter.

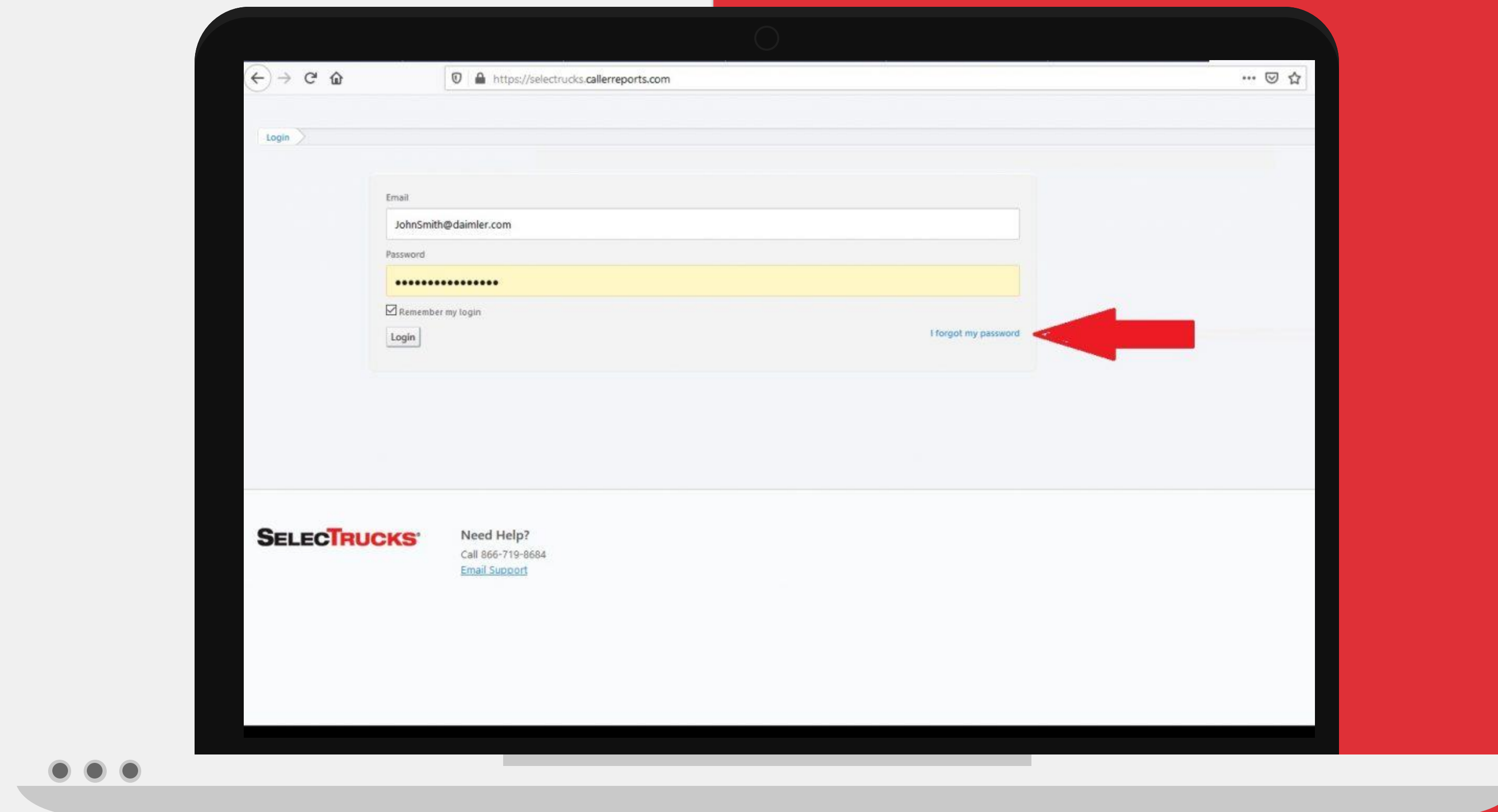
<https://selectrucks.callerreports.com/>. We encourage you to save the website

“SelecTrucksCallTracking.com” to your desktop for quick login and customer support access.



How do I reset my Password?

ANS. Click the “Reset Password” link beneath the login fields.



Can I login to my account from a different computer? 04

ANS. Yes, you can login anywhere there is a computer with an internet connection.

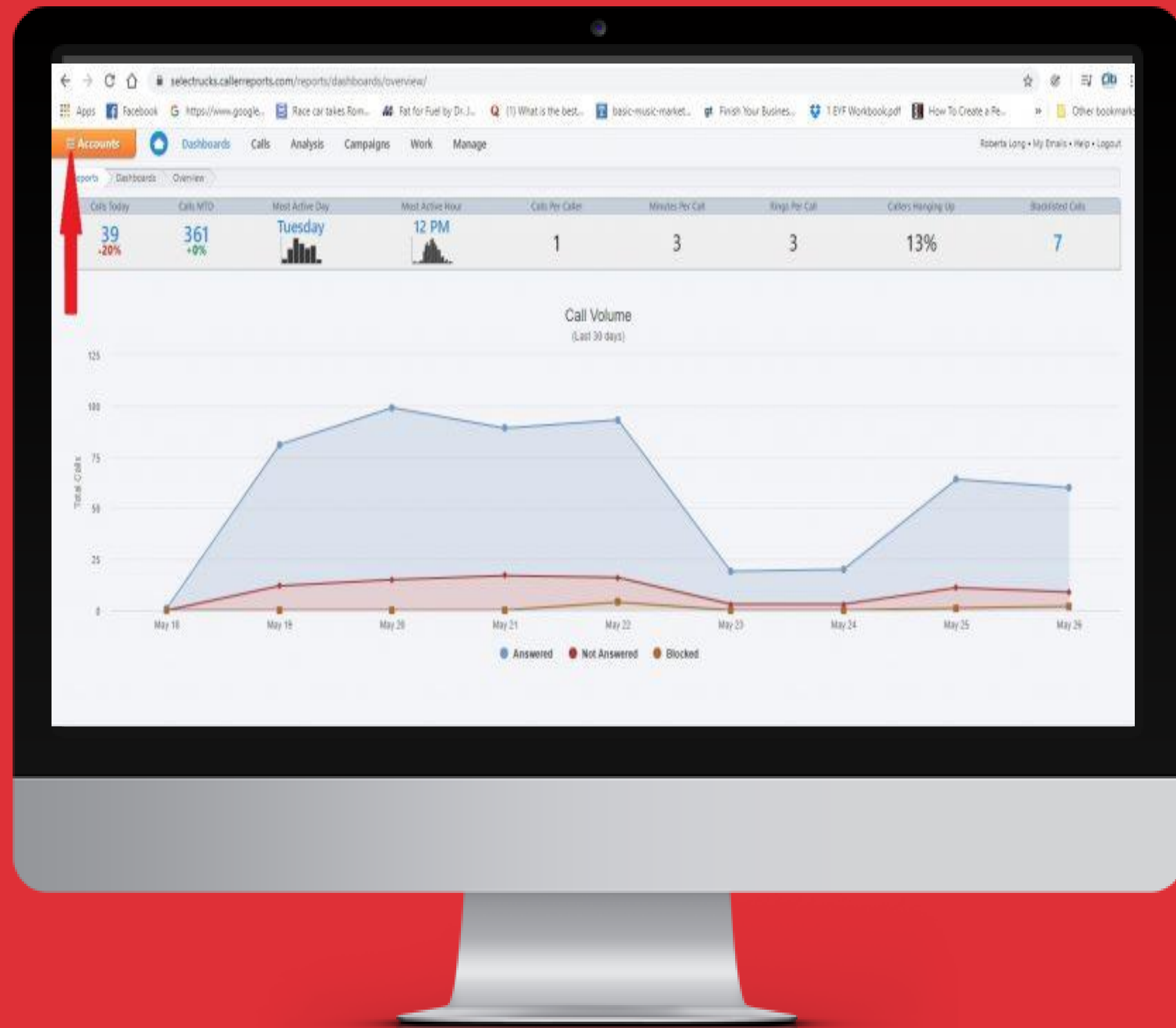
Q. Can I track my salespeople's calls with this system?

ANS. Yes, we could assign your salespeople toll free numbers and forward them to their cellphones, when someone calls from their toll free numbers it will record the entire conversation.

Q. Can I save money on my system by referring my spouses company to you?

ANS. Yes, have them call and said you referred them, depending on how many locations they have dictates how much you'll save i.e.. they have 10 locations, you save 10% for 10 months (not including minutes) if they have 20 locations, you'll save 20% for 20 months (20% for 20 months is the most you can save, unless we discuss beforehand)

How do I view information for specific numbers only? 05

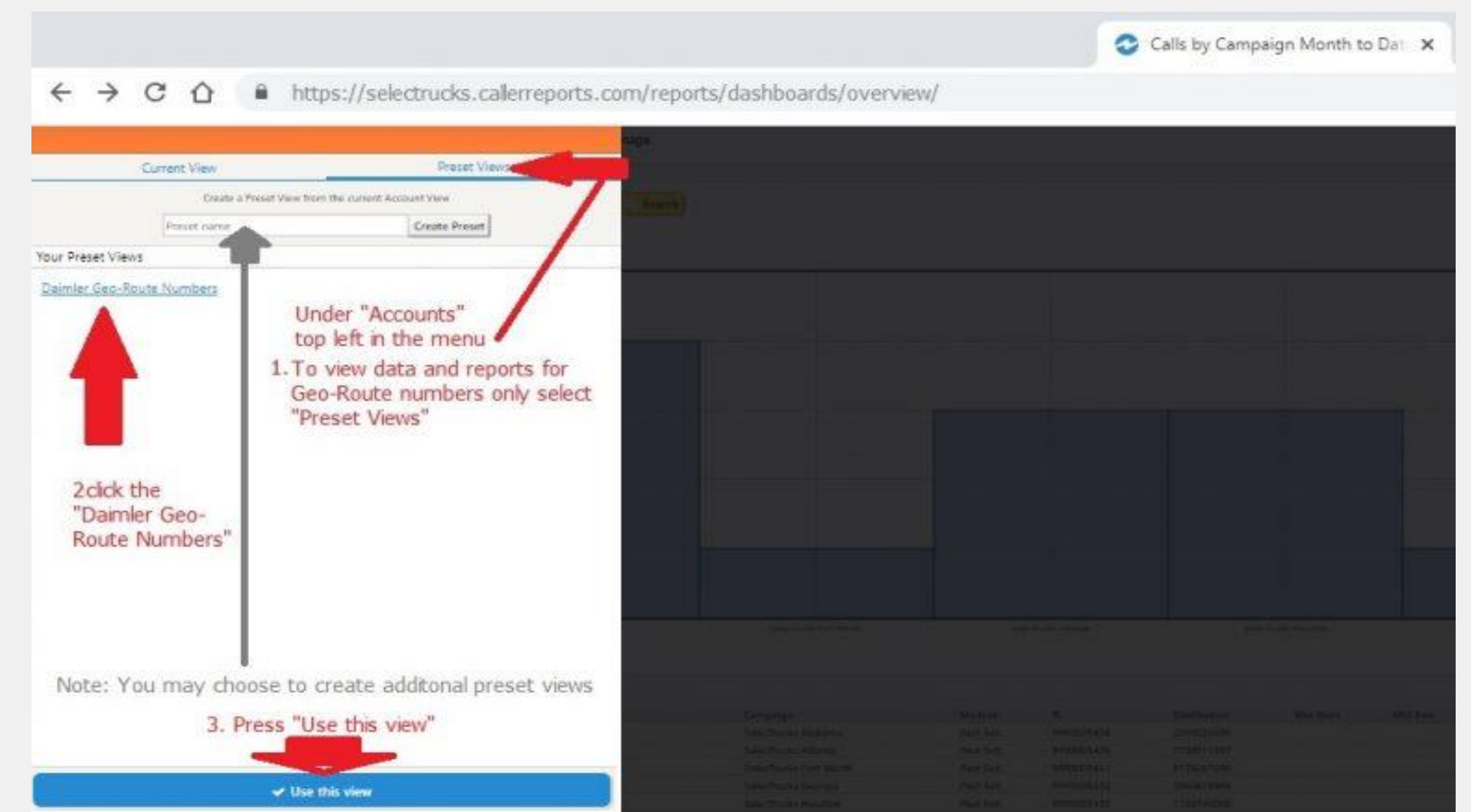
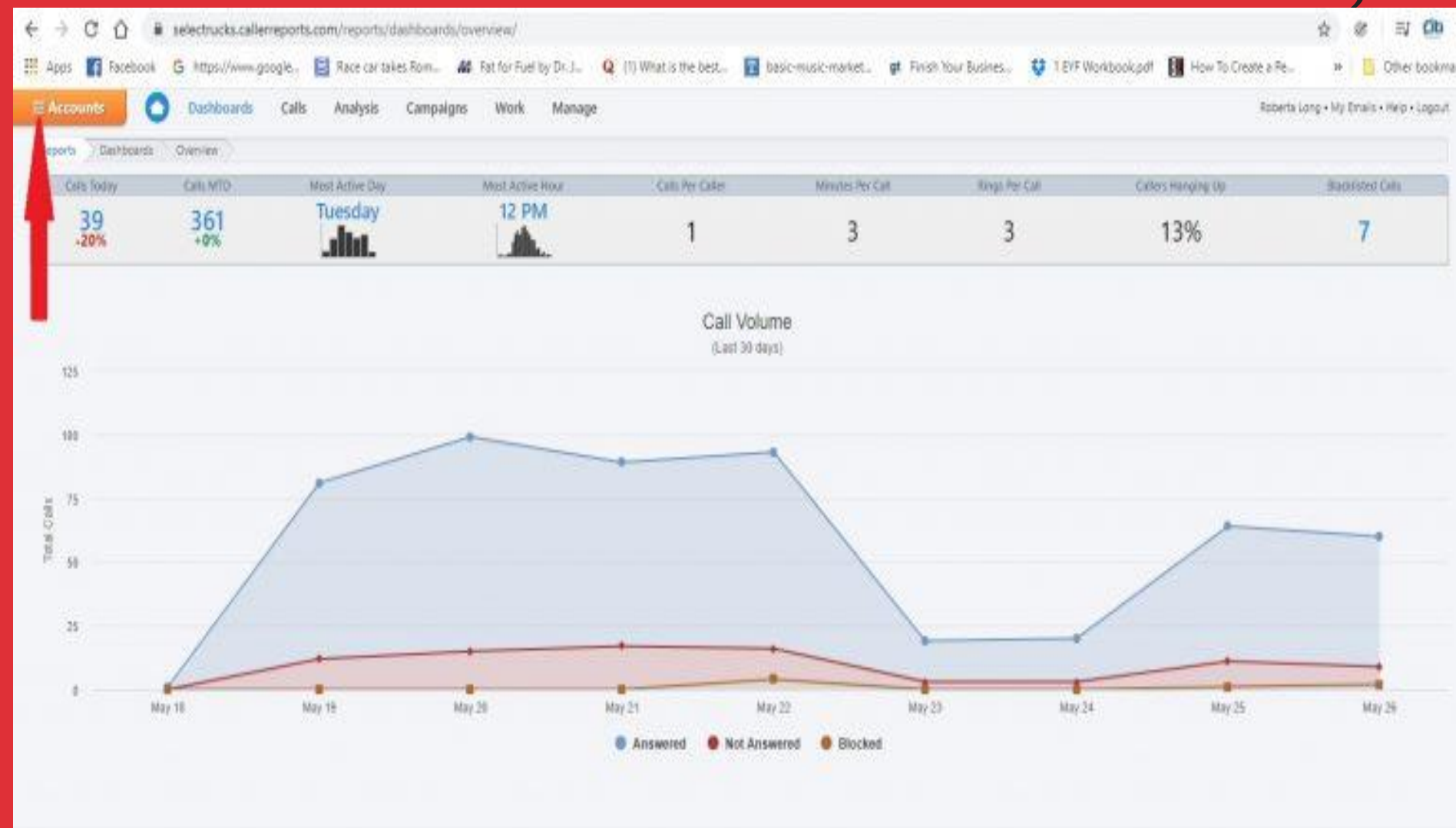


ANS. Click on “Accounts” at the top left after logging in. > Select account > Select numbers you want to look at specifically. Once you have created the view you may also create a preset views. That way you can go straight to a preset view.

Q. Corporate only - How do I view information for Geo-route numbers only?

06

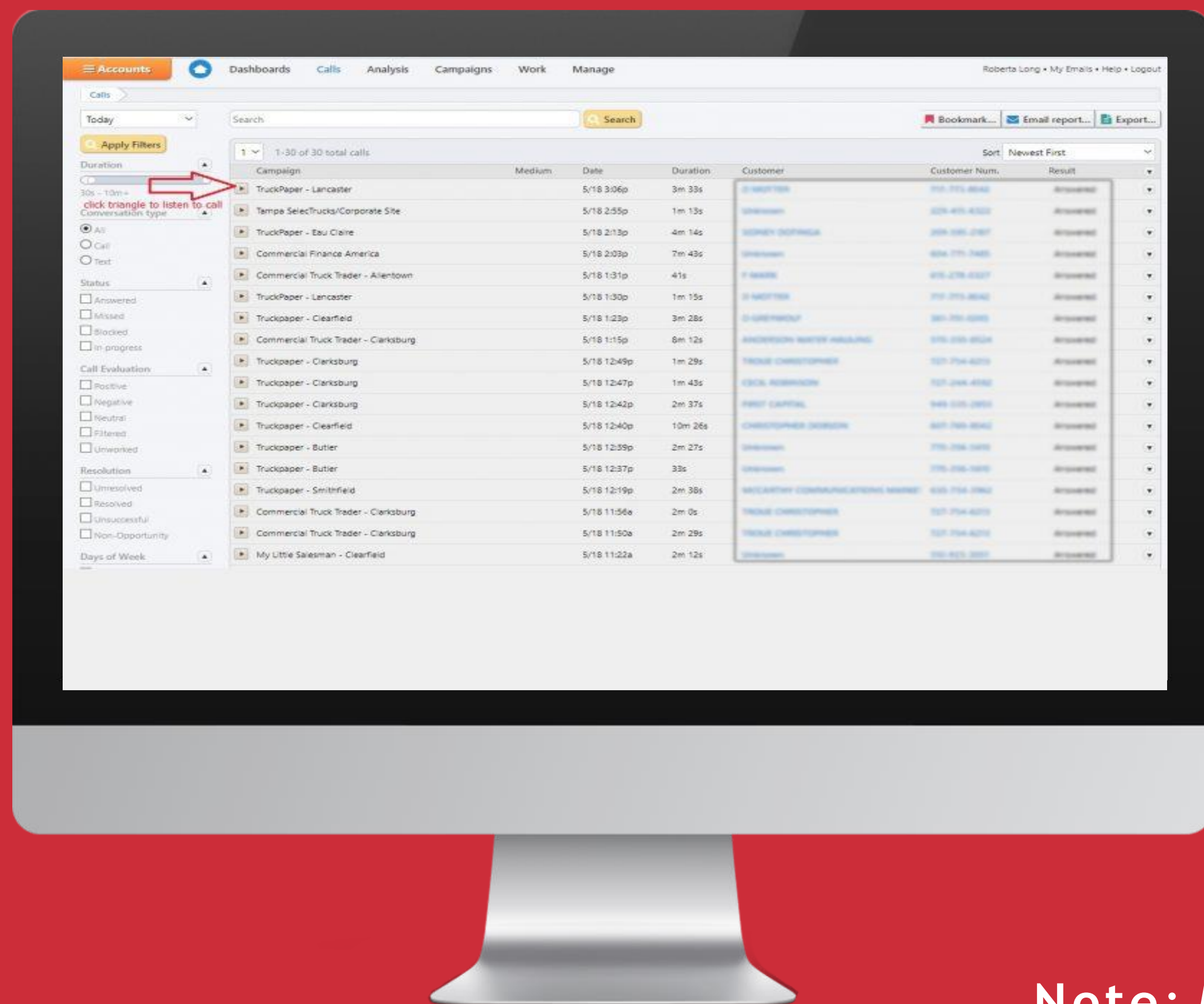
ANS. Click on “Accounts” at the top left after logging in. > Select account > Select numbers you want to look at specifically. Once you have created the view you may also create a preset views. That way you can go straight to a preset view. We have already created the “Preset” view; “Daimler Geo-route Numbers”.



To View Daimler Geo-route numbers only: Select “Accounts” after logging in. > Next Click “Preset Views”. You will then see this preset view, along with any others you may create in the future. Simply choose the preferred view and press

Click “Preset Views”. You will then see this preset view along with any others you may create in the future. Simply choose the preferred view and press

Q. How do I listen to call?



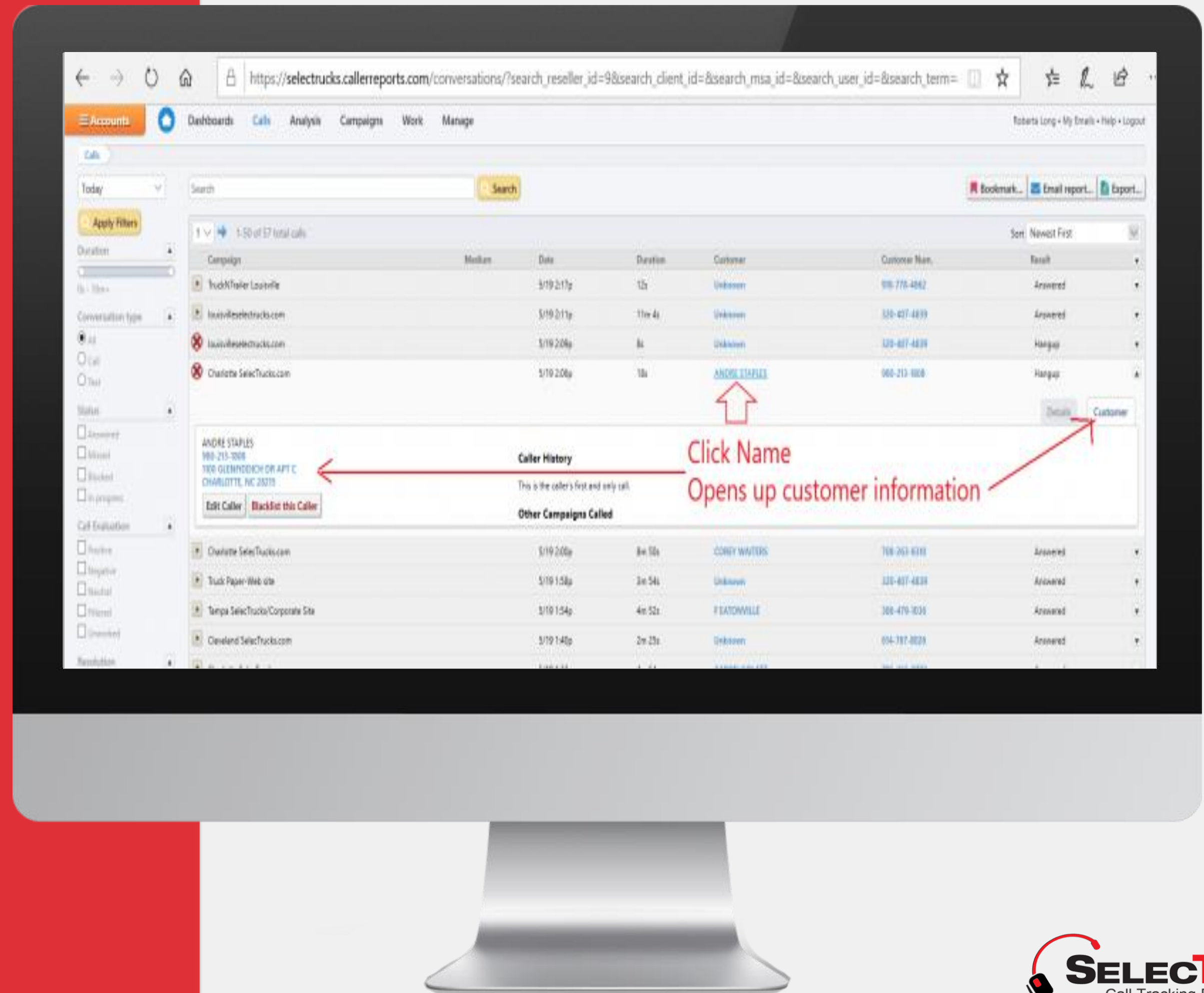
ANS: From your dashboard menu select “Calls”. A drop down menu will load. Next Select “All Calls”. You will now see all calls. To the left of any call you will see a boxed in triangle icon. You will click the arrow left of any call you want to listen to.

Note: Information in this screenshot has been blurred for privacy. You will see your data when you go to your reports.

Q. Where do I see my customer details?

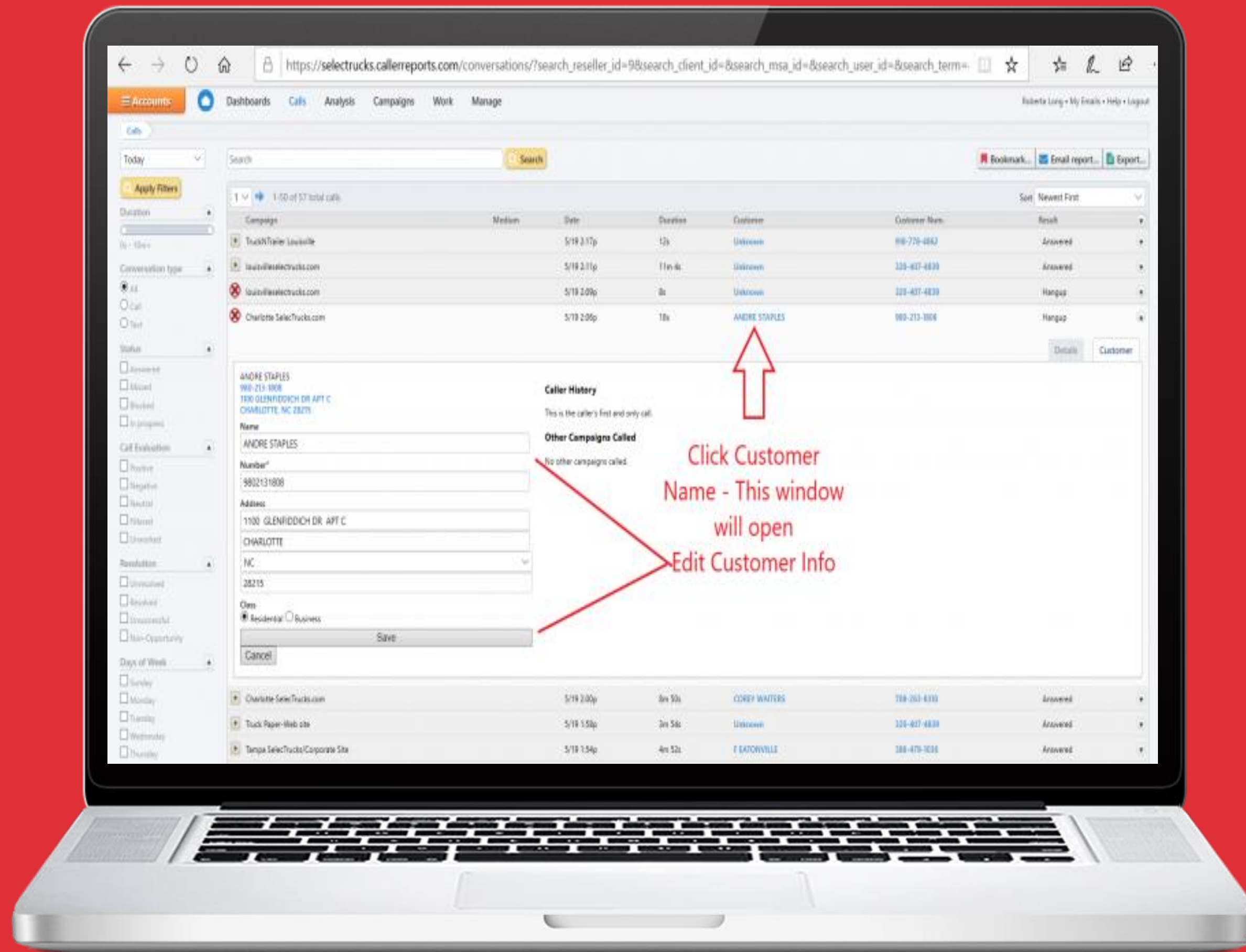
ANS. From your dashboard menu go to “Calls” > Select “All Calls” > Click on your callers name. It will expand and you will see the available customer data.

Notice at the top of the expanded window you will see “Details” or “Customer” options.



Q. Can I edit the caller information?

09



ANS. From your Dashboard go to “Calls”
> All Calls > Click the Callers Name.
The window will expand showing the customer info on the left. Just beneath the information you will see the option to “Edit” or “Blacklist” the caller.

(Blacklist if it’s a robot call/solicitation/spam call).

Q. How do I add notes to a caller?

ANS. From the Dashboard go to “Calls” > “All Calls” > Click the callers name. The window will expand. You will see the option on the left to add notes.

Note: After you have clicked the callers name, be sure you select “Details”, on the top right of the expanded window.

The screenshot shows a web browser displaying the SelectTrucks caller reports interface. The main area contains a table of calls with columns for Campaign, Medium, Date, Duration, Customer, Customer Num., and Result. The table lists several calls, including one from 'SelecTrucks New England' and others from 'Corporate Website', 'Big Truck Trader', and 'Website'. Below the table, a detailed view of a call is expanded, showing a 'Notes' section with a text input field containing 'Add notes' and a 'Save Notes' button. The 'Campaign & Account' section provides details about the call, including the account, campaign, and destination. Red arrows point to the 'Add notes' text, the 'Save Notes' button, the 'Details' button, and the customer name 'FISH ARTHUR' in the table. The text 'Select Name' and 'Click' are placed near the arrows pointing to the customer name and the 'Details' button, respectively. The browser address bar shows the URL 'https://selecttrucks.callerreports.com/conversations/'.

Campaign	Medium	Date	Duration	Customer	Customer Num.	Result
SelecTrucks New England		5/21 2:38p	35s	DAVIS JOHN REV	401-710-2383	Hangup
Corporate Website		5/21 2:36p	58s	Unknown	661-619-7945	Answered
Big Truck Trader		5/21 2:35p	35s	FISH ARTHUR	860-608-2859	Answered
Website		5/21 2:28p	1m 49s	FISH ARTHUR	860-608-2859	Answered

Notes

Add notes

Save Notes

Campaign & Account

Direct link to this call

Accounts: ATI > Daimler - SelecTrucks > SelecTrucks-New England

Campaign: Website

SelecTrucks Number: 866-597-4335

Destination: 508-792-2500

Rings: 3

Email conversation

Details Customer

Q. How do I blacklist a spam caller?

ANS. In your dashboard click “Calls” > “All Calls” > Click the name of your caller. The window will expand. On the left beneath the callers details you will see the option to Edit caller or “BLACKLIST”. Select Blacklist.

The screenshot displays the SELECTRUCKS dashboard interface. At the top, there's a navigation bar with 'Accounts', 'Dashboards', 'Calls', 'Analysis', 'Campaigns', 'Work', and 'Manage'. The main content area shows a list of calls with columns for Campaign, Median, Date, Duration, Customer, Customer Name, and Result. A call from 'ANDRE STAPLES' is selected, and its details are expanded on the left. Red annotations include: 'Edit caller info or Blacklist/Block caller' pointing to the 'Edit Caller' and 'Blacklist this Caller' buttons; 'Click Name Opens up customer information' pointing to the 'ANDRE STAPLES' name; and an arrow pointing to the 'Customer' button.

Campaign	Median	Date	Duration	Customer	Customer Name	Result
TruckTrailer Louisville		5/19 2:17p	12s	Unknown	916-776-4862	Answered
lexvilleselectrucks.com		5/19 2:17p	11m 4s	Unknown	516-407-4839	Answered
lexvilleselectrucks.com		5/19 2:06p	8s	Unknown	516-407-4839	Hangup
Charlotte SelectTrucks.com		5/19 2:06p	18s	ANDRE STAPLES	966-213-8808	Hangup

ANDRE STAPLES
966-213-8808
TRUCK GLENNENDECH OR APT C
7/19/2019 5:00-5:05PM

Call History
This is the caller's first and only call.

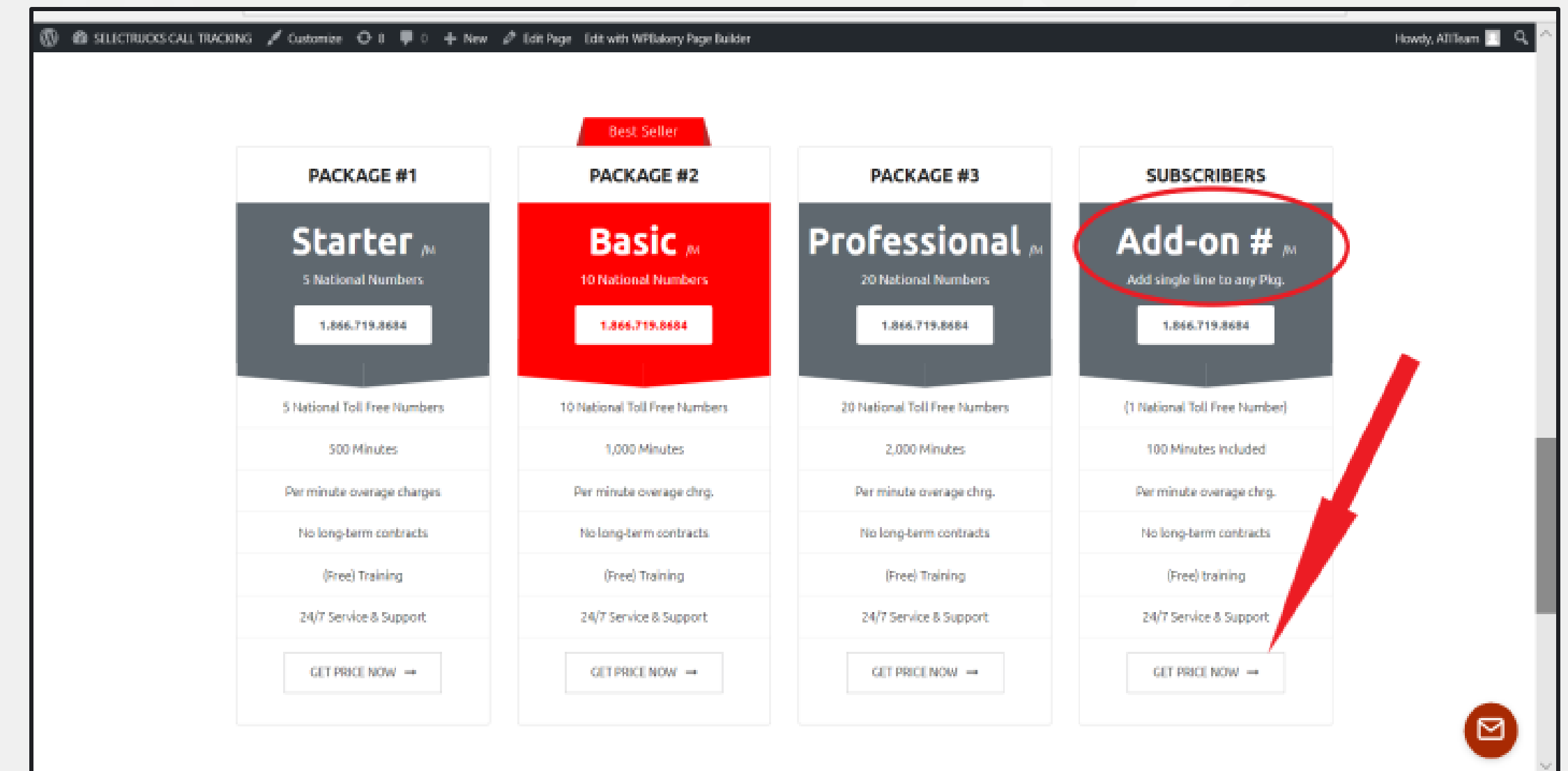
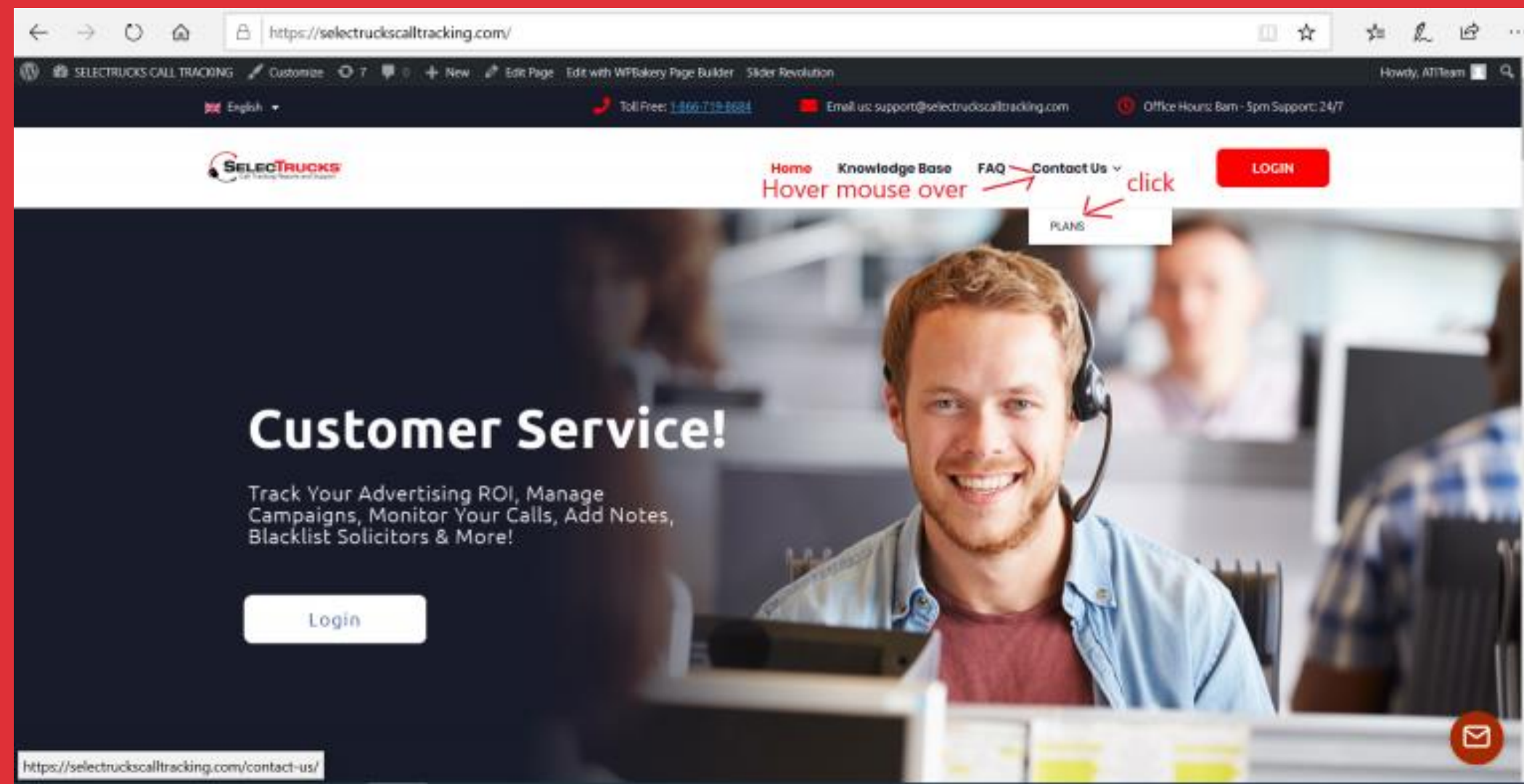
Other Campaigns Called

Charlotte SelectTrucks.com	5/19 2:06p	8m 58s	CONY WATERS	768-263-6330	Answered
Truck Paper-Web site	5/19 1:58p	3m 54s	Unknown	516-407-4839	Answered
Tampa SelectTrucks/Corporate Site	5/19 1:54p	4m 52s	F SATONVILLE	388-476-8036	Answered
Cleveland SelectTrucks.com	5/19 1:40p	2m 23s	Unknown	604-787-8029	Answered

Q. How do I add more numbers?

ANS. Call 1- 866-719-8684 OR EMAIL Support@SelectTrucksCallTracking.com and we will add a number or numbers into your account in just moments.

You may also “Hover” your mouse over the “Contact” tab in the page menu of this website scroll down to “Plans”. Click on Plans. You will see the 4th option is: “Add a Single Number”.

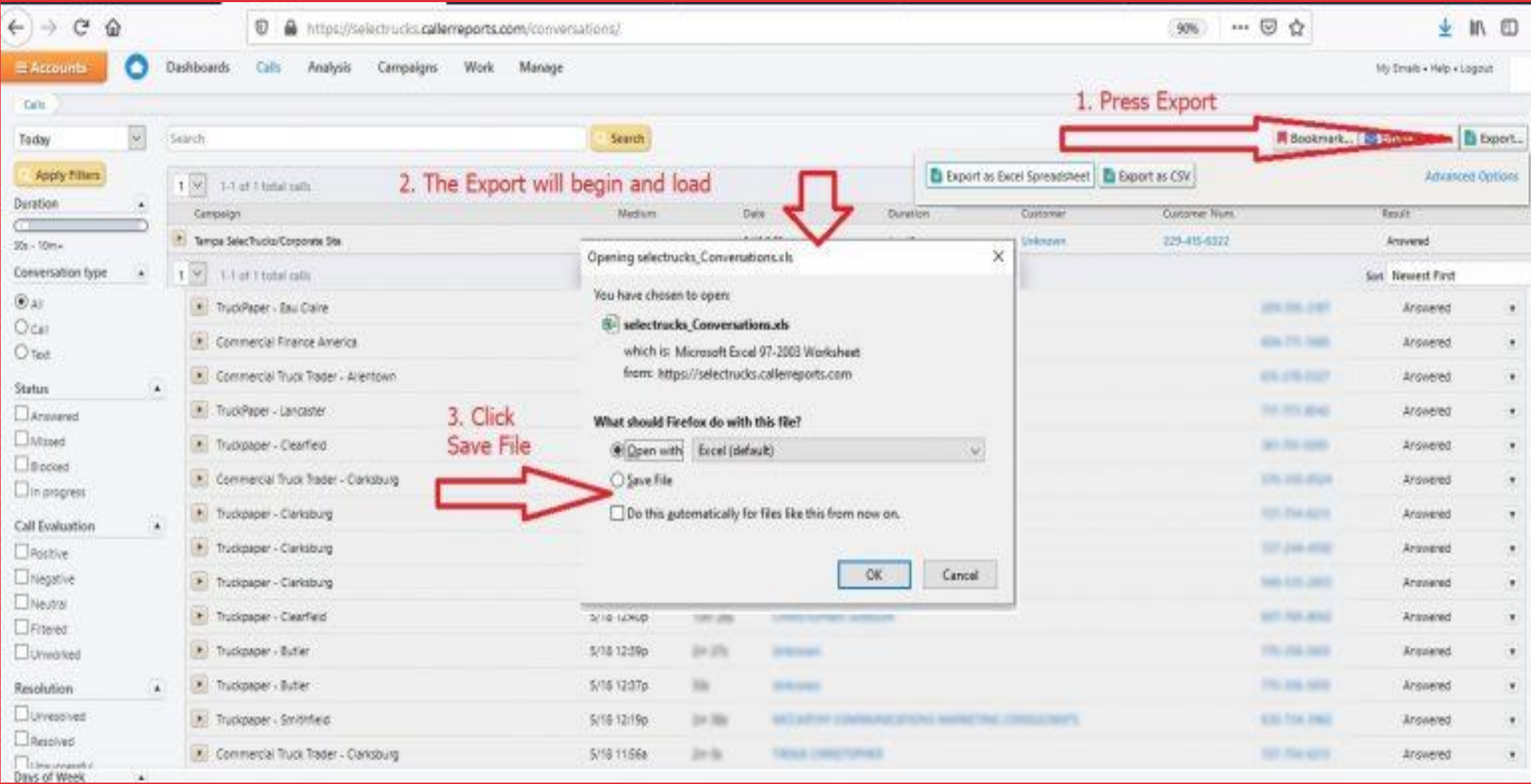


Simply fill out the form and we will get the number added to your account asap!

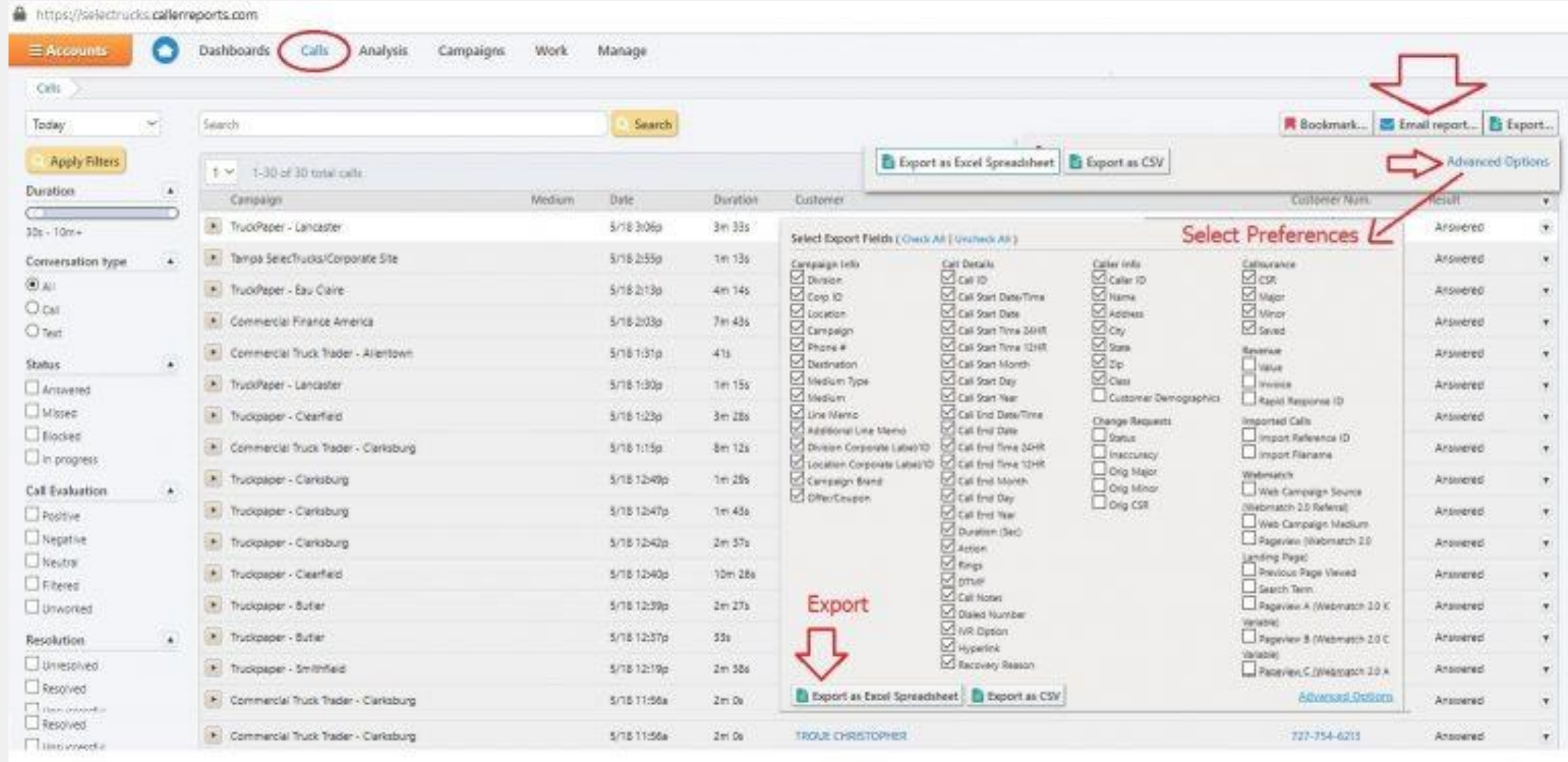
Q. How do I export the caller report?

ANS. Select "Calls" from the dashboard menu. Just above the calls toward the right you will see the option to export. See Image #1 below - "Basic Export".
Beneath Basic Export See: "Advanced" Export Option - Screenshot #2.

1. Basic Export



2. Advanced Export



Advanced Export: If you want choose the data you export from your calls simply select; "Advance" after you've clicked "Export". A Window will load with options you may check or uncheck. At the bottom of the same window you will see the options to export.

Q. How to export caller and/or analysis reports data 14

ANS.

From your dashboard click “Analysis” > New Analysis Report > Select Preferences > Apply Filters in the left menu > Click Search

Choose your REPORT search options > apply filters > click search

Choose and apply your desired filters.

Be sure to slide the "Duration" (located under the orange "Apply Filters" button), all the way to the left to include all calls, no matter the duration. The system is set by default at 30 Seconds or more

The screenshot shows the 'Analysis' section of the SelectTrucks dashboard. A red circle highlights the 'Analysis' menu item. A red arrow points to the 'Calls' dropdown menu. Another red arrow points to the 'Search' button. A red arrow points to the 'Apply Filters' button. A red arrow points to the 'Duration' slider. A red arrow points to the 'Call Details' section. A red arrow points to the 'Campaigns' section. A red arrow points to the 'Accounts' section. A red arrow points to the 'Callers' section. A red arrow points to the 'Call Evaluation Minors' section.

Click the drop-down arrow to select your report preferences

Select your preferred filters

After selecting preferences click "Search"

Export

Blurred data for privacy only in this demo

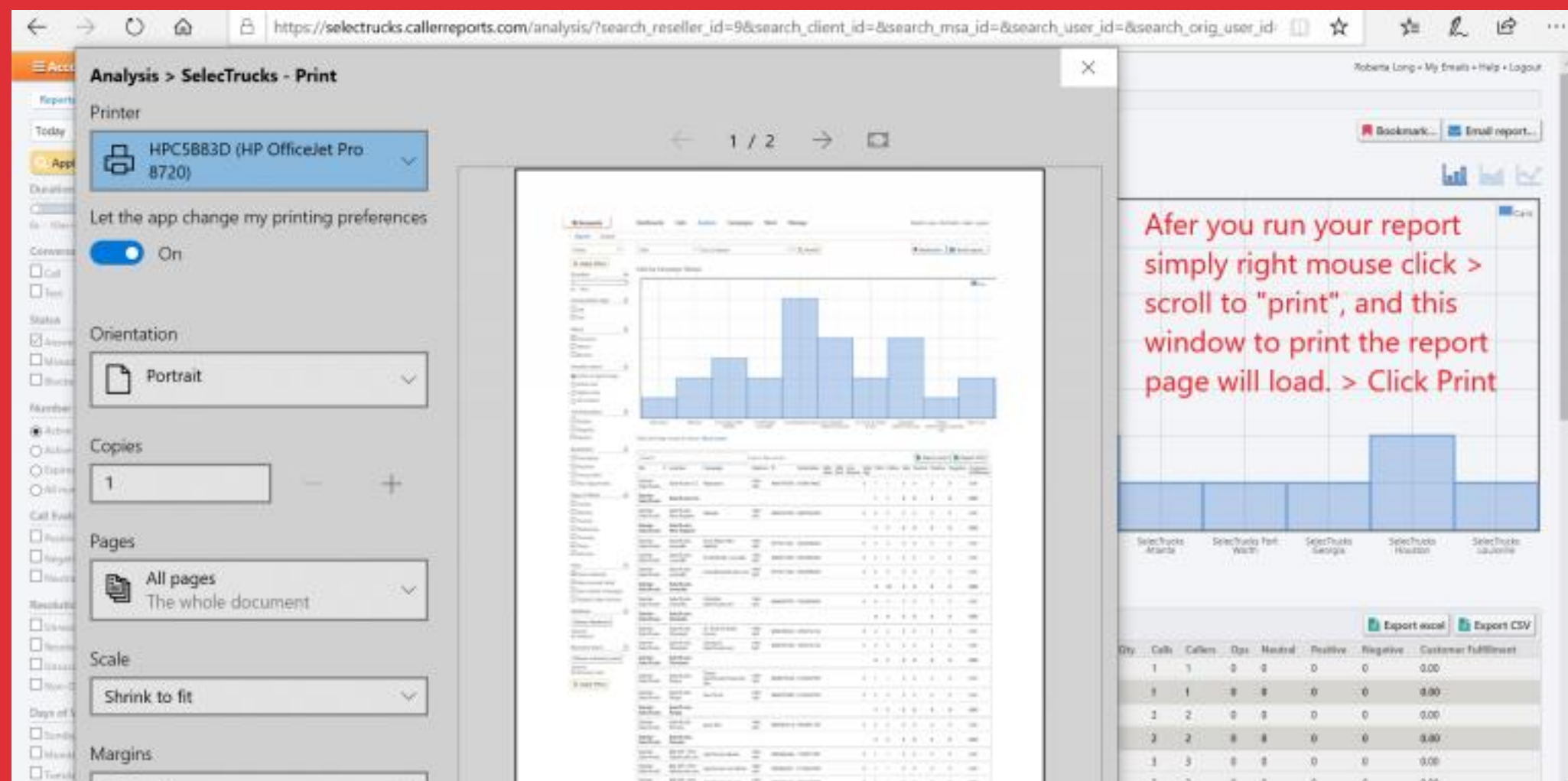
The screenshot shows the 'Calls by Campaign' report. A red arrow points to the 'Analysis' menu item. A red arrow points to the 'Calls' dropdown menu. A red arrow points to the 'Search' button. A red arrow points to the 'Apply Filters' button. A red arrow points to the 'Duration' slider. A red arrow points to the 'Call Details' section. A red arrow points to the 'Campaigns' section. A red arrow points to the 'Accounts' section. A red arrow points to the 'Callers' section. A red arrow points to the 'Call Evaluation Minors' section. A red arrow points to the 'Export' button. A red arrow points to the 'Blurred data for privacy only in this demo' text.

Click “Export” bottom right in the report.

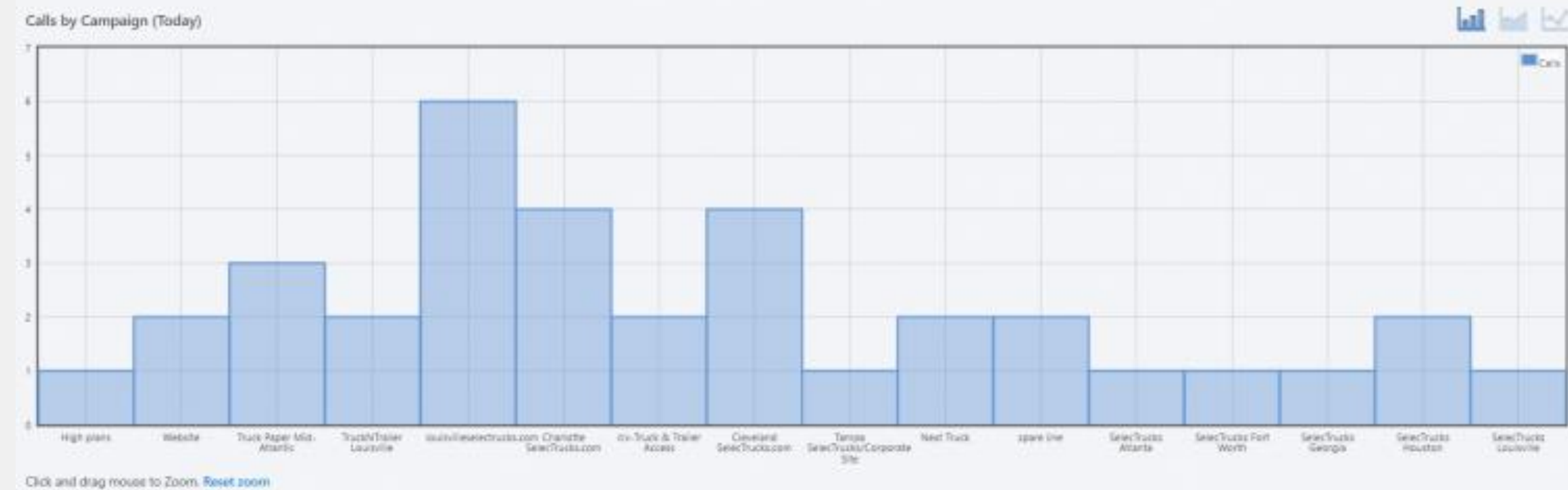
Q. Can I print the marketing reports?

15

ANS. Yes, by “right clicking” on the report you can print directly from the system. You may also export the “All Calls” Report under “Calls” in the menu, by exporting into excel and printing. The screenshot below reflects what you should see when you run an Analysis Report. > Right Mouse Click and Scroll to the print option. You may also choose to export and print any of these reports.



After Cropping in Paint



(2) If you would like to have the graph only, (*perhaps to drop into your own document*), simply click “ctrl”, (lower left key on your keyboard) > hold it down while you click “prt sc”. (normally located at the top row of your keyboard),

That action copies the screen.

Next: Open the program “Paint” on your computer. (*Nearly all, if not all computers have this program free*)

Next: Click the “ctrl” key again, and then click your “v”. This will paste the screenshot into paint. You can now crop the graph and save it to your computer to insert into a document.

Q. How do I manage or add a new user?

16

ANS. *Not all users have this level of access.*

For those who don't, simply call: **1.866.719.8684** or [email us](#) the name and email of the user you would like to add, and we'll add them for you asap!

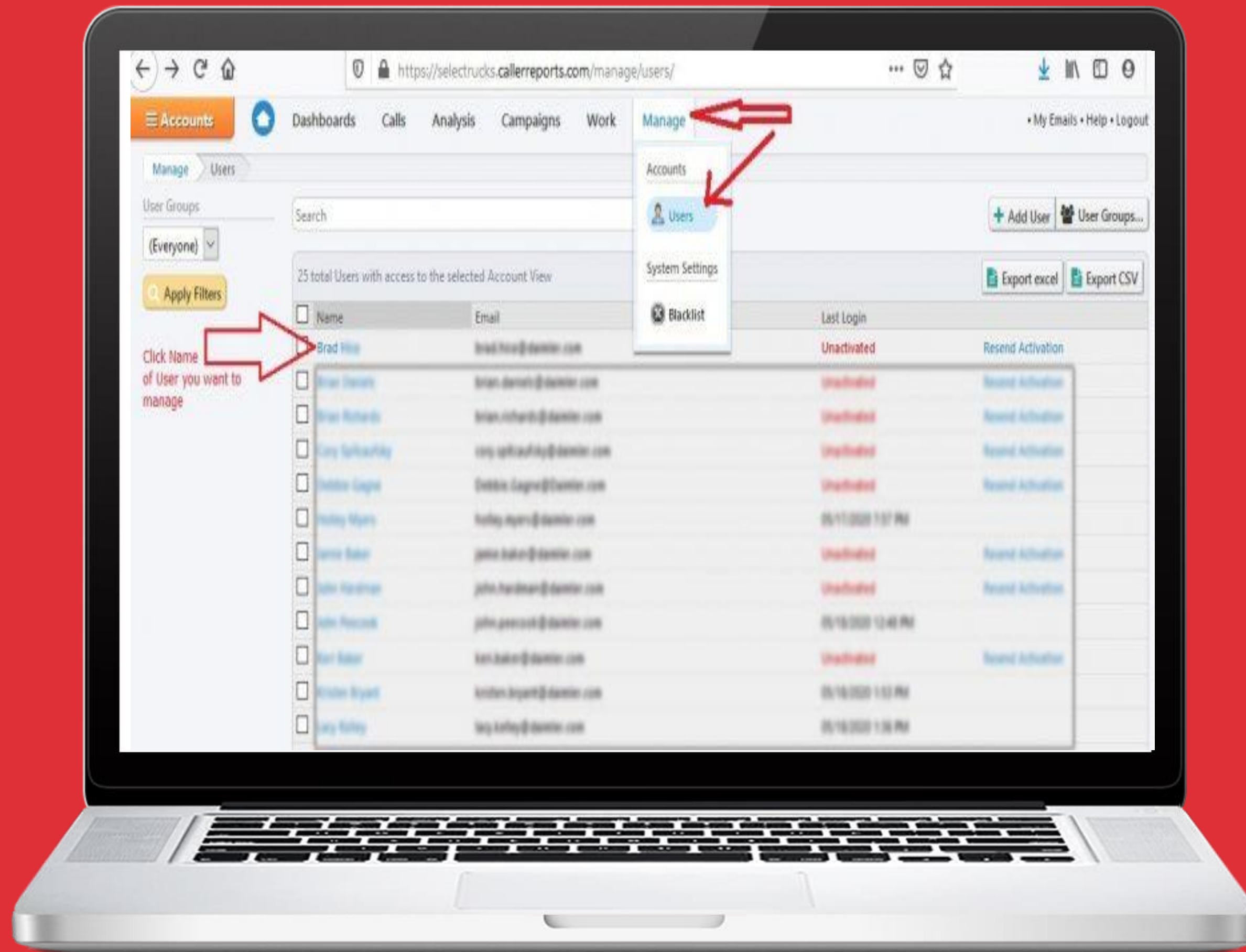
For those with access simply follow these steps.

1. Log in.

2. From your dashboard you will see the following menu options at the top of the screen; Dashboard • Call • Analysis • Campaigns • Work • Manage
Click "Manage". A drop down will open.

3. Select "Users" A new screen will load with users.

4. Select the name of the user you want to manage.

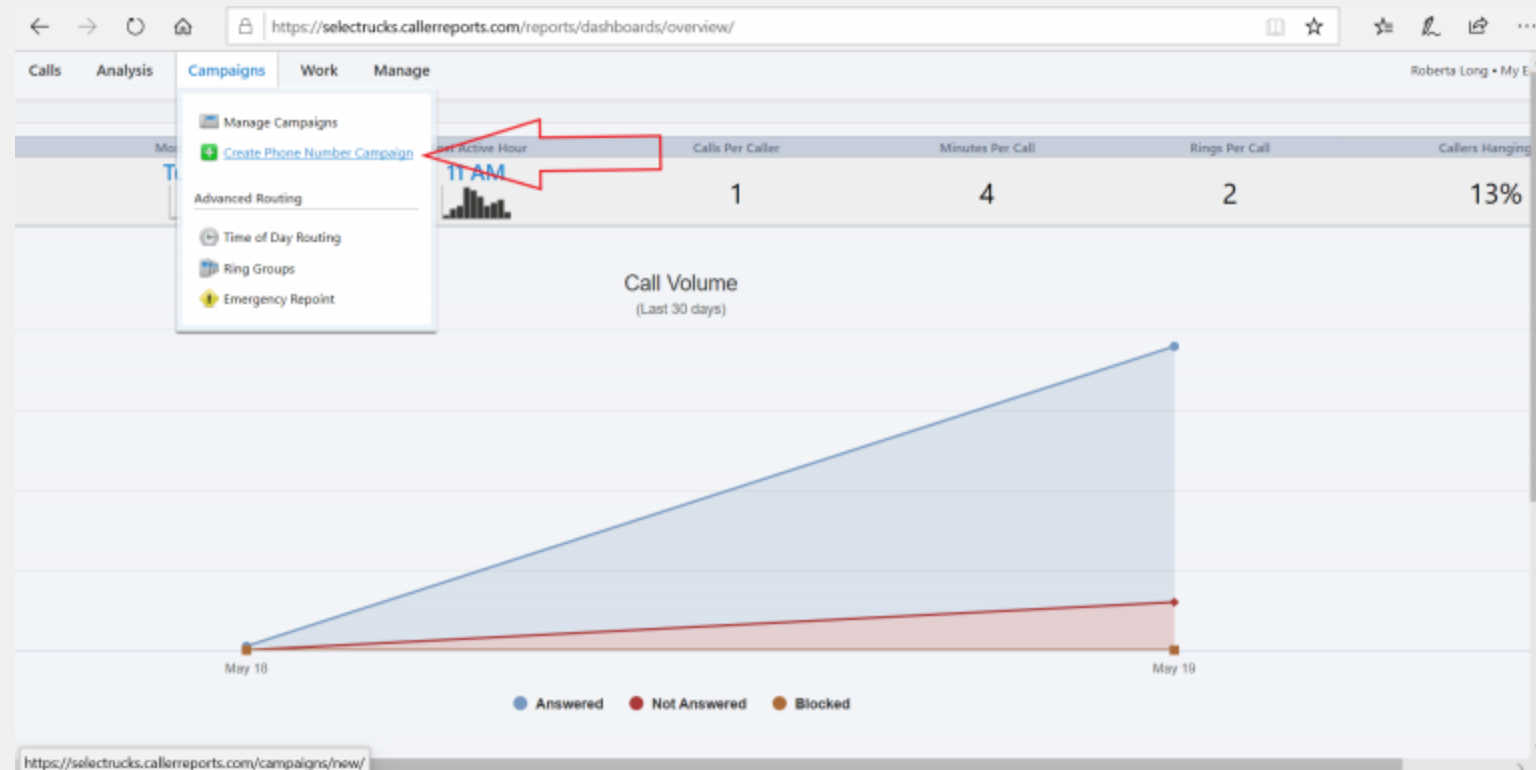


Q. How do I setup a new Advertising Source/Campaign? 17

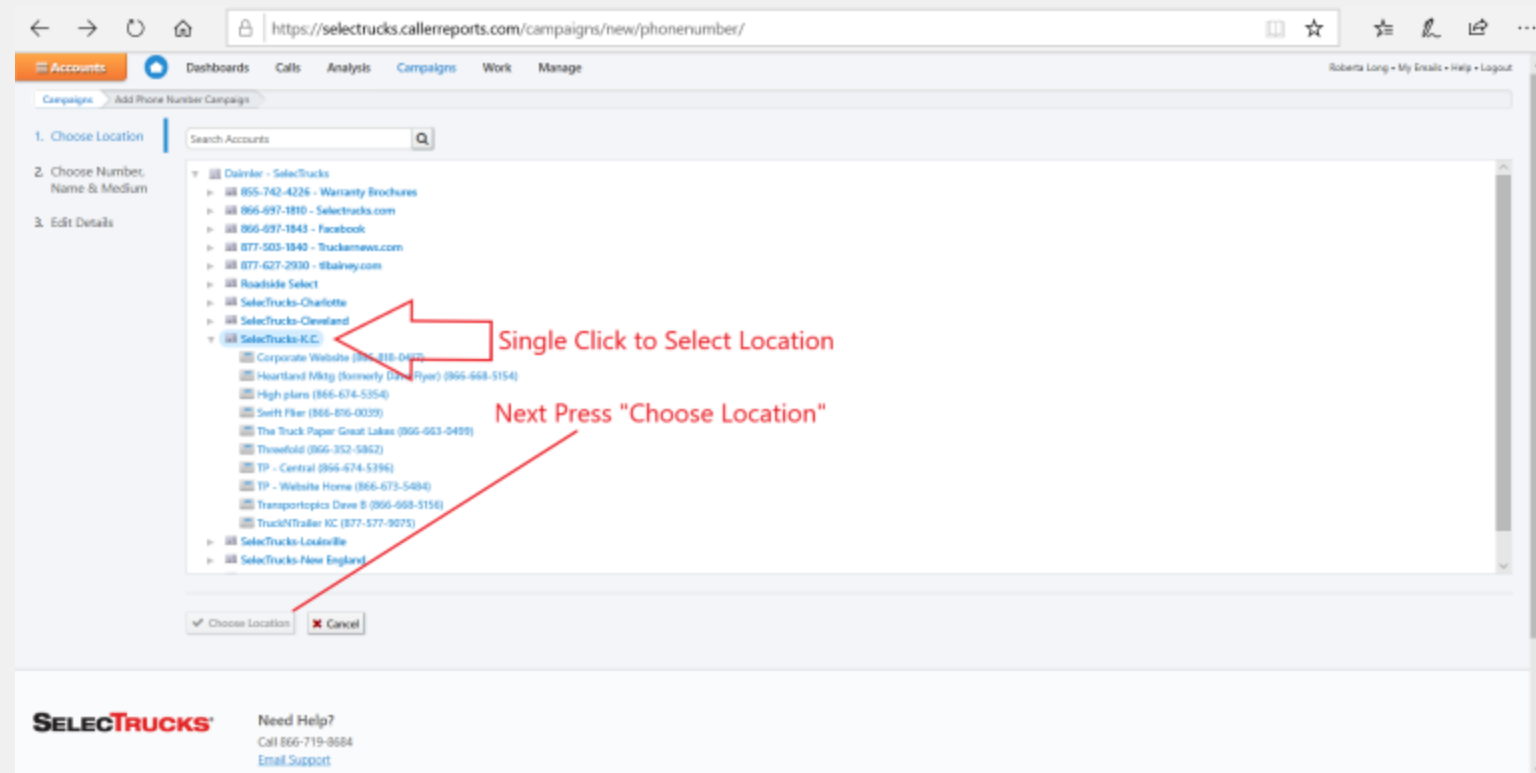
ANS. You may contact us by calling Toll free: **1.866-719-8684** or You may [email](#) your account manager and we will set it up for you asap!

If you have “System Administrator Access”, you may follow these instructions;

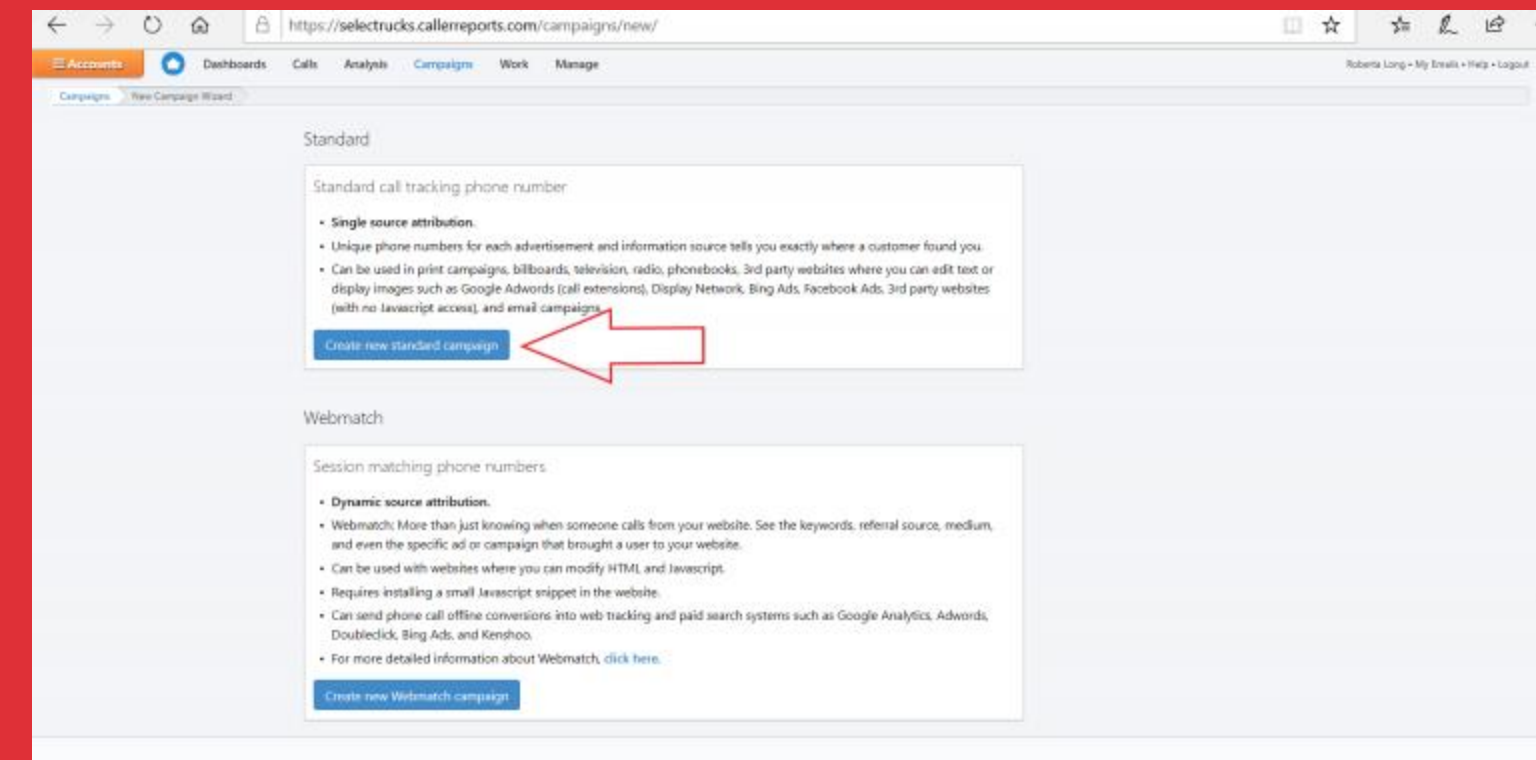
(1) From your dashboard go to “Campaigns” > Scroll to “Create Phone Number Campaign”



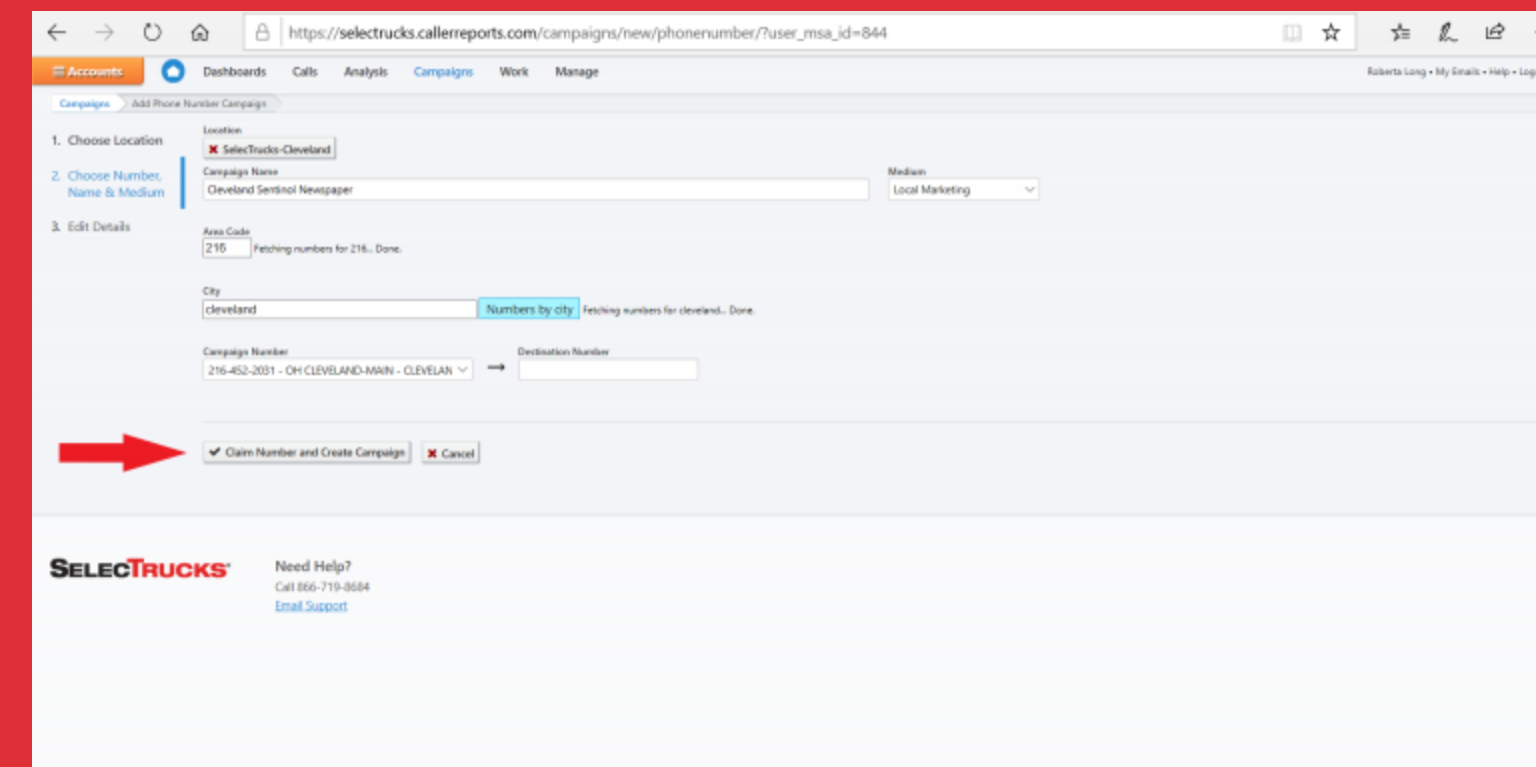
(3) Select the location you want to create the campaign for and click “Choose Location Button” (bottom left).



(2) Click the “Create new standard campaign” button.



(4) Press Claim Number and Create Campaign



What if I already have toll free numbers and don't want them to change?

ANS. We can easily port the numbers you already have into our system and turn them into full tracking numbers.

Will I have control of where my toll-free numbers ring to?

ANS. Yes. You will be able to change the "ring to" number as often as you choose instantly!

How long does the system store my data?

ANS. Our system stores the data from your incoming calls as long as you have an account.



Can I do a search for a certain call?

18

ANS. Yes, with our search tool you can enter the persons name or number into the search bar and our system will look through your records for that person/number.

Can I email the actual call to someone?

ANS. Yes, you can very easily email a call to someone. Go to the Knowledge base in the main menu of SelectTrucksCallTracking.com to learn how!

Can I login to my account from a different computer?

ANS. Yes, you can login anywhere there is a computer with an internet connection.

Can I track my salespeople's calls with this system?

ANS. Yes, we could assign your salespeople toll free numbers and forward them to their cellphones, when someone calls from their tollfree numbers it will record the entire conversation.

Does the system capture and record when everyone has gone home?

ANS. The system captures/records every incoming call whether it is answered or not, turning your business into a 24/7 business.

How many numbers can I have?

19

ANS. As many as you want/need.

Q. Can I save money on my system by referring my spouses company to you?

ANS. Yes, have them call and say you referred them. Number of locations determines how much you save. If they sign up 10 locations, you save 10% on your lines for an entire year!

If they sign up 20 locations, you'll save 15% for a year!

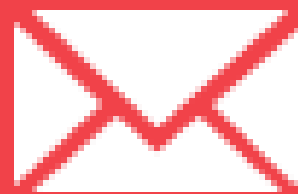
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<https://selectruckscalltracking.com/>



support@selectruckscalltracking.com



7500 College Blvd Ste: 500
Overland Park KS, 66210

