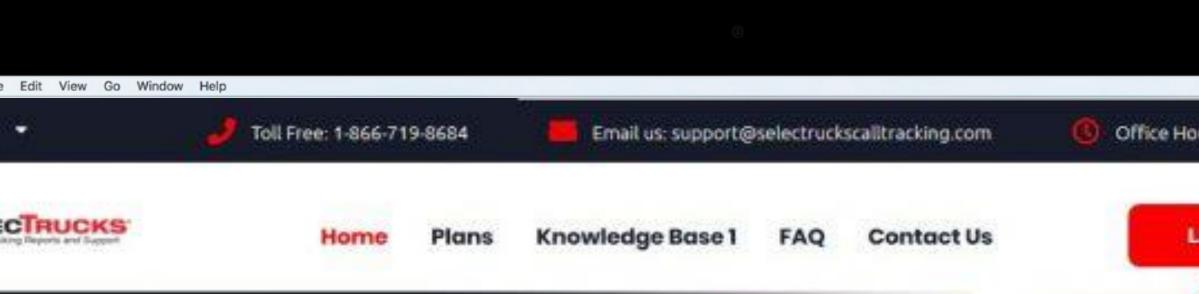


### SELECTRUCKS CALL TRACKING TUTORIAL



#### Customer Support & Login Portal

Login to see what's driving your calls, listen to recordings, view caller reports, manage your call tracking numbers and more!

Login





# 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.





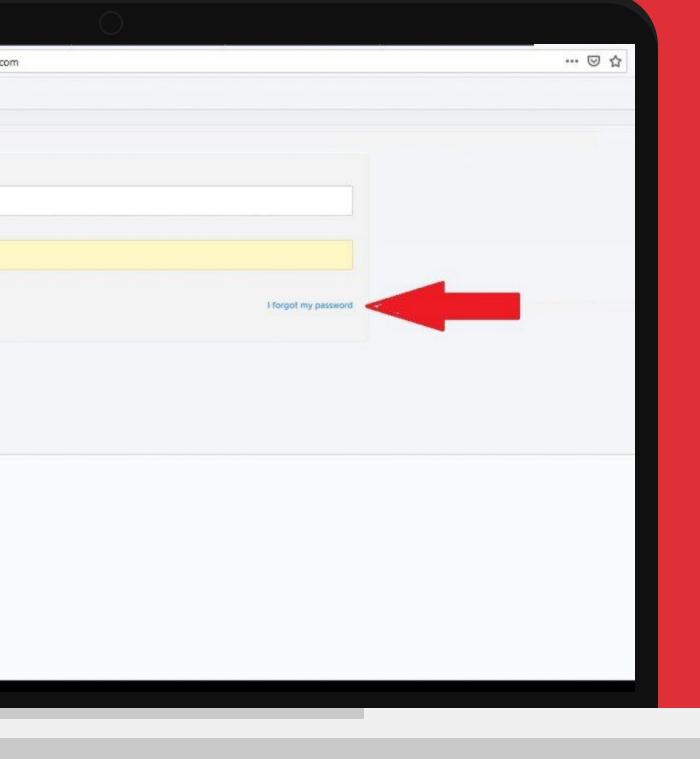
### How do I reset my Password?

#### ANS. Click the "Reset Password" link beneath the login fields.

Login		
	Email	
	JohnSmiti	n@daimler.com
	Password	
		••••••
	C Remembe	r my login
Selectru	JCKS'	Need Help? Call 866-719-8684 Email Support

 $\bullet \bullet \bullet$ 







## **Can I login to my account** from a different computer [24]

**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?

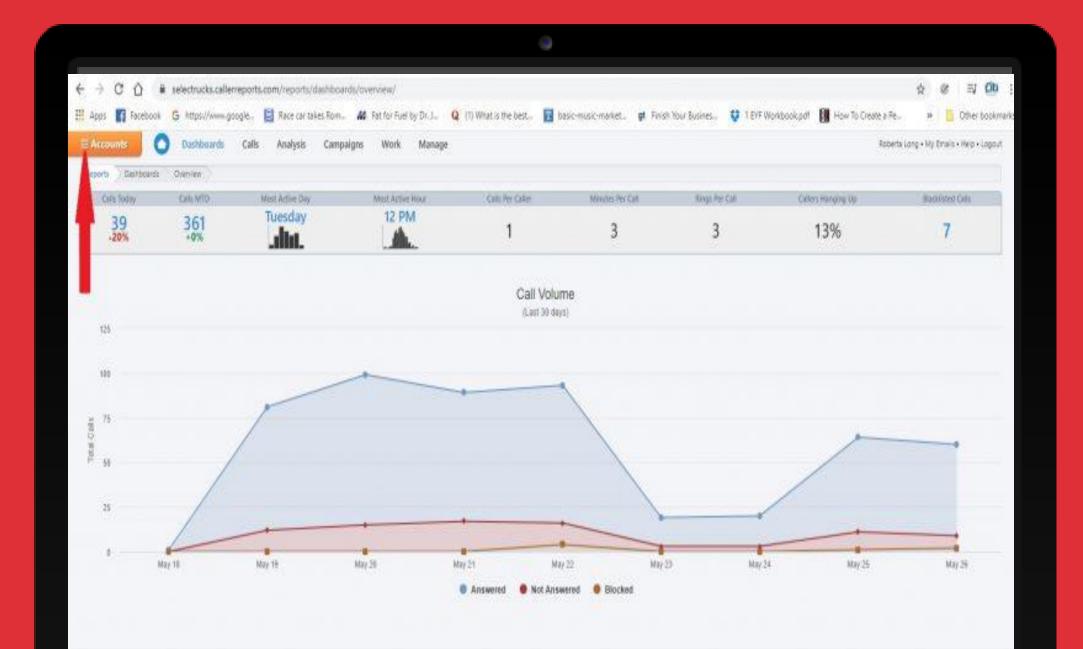
**ANS.** Yes, have them call and said you referred them, depending on how many locations they have dictates how much you'll save i.e.. they have 10 locations, you save 10% for 10 months (not including minutes) if they have 20 locations, you'll save 20% for 20 months (20% for 20 months is the most you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







## How do I view information for specific numbers only?



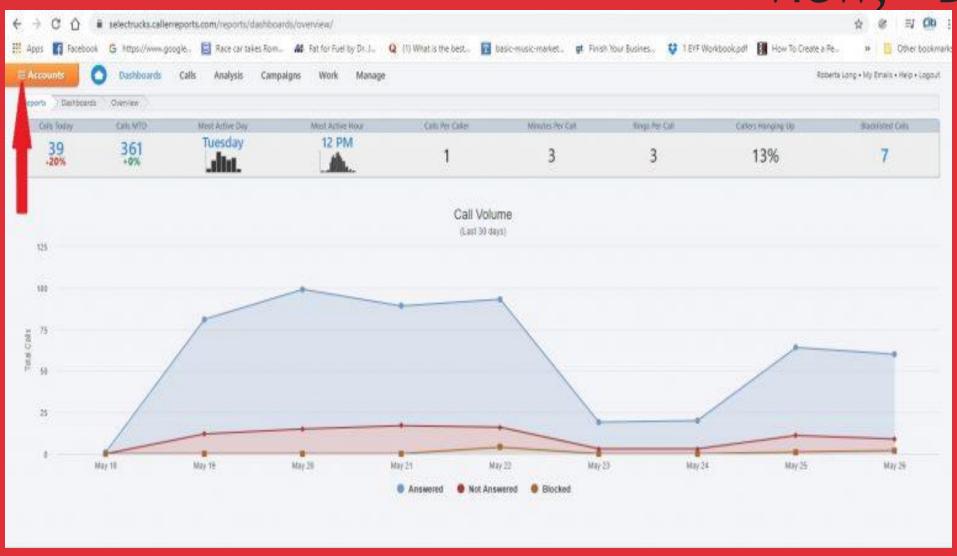
**ANS.** Click on "Accounts" at the top left after logging in. > Select account > Select numbers you want to look at specifically. Once you have created the view you may also create a preset views. That way you can go straight to a preset view.





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

**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".



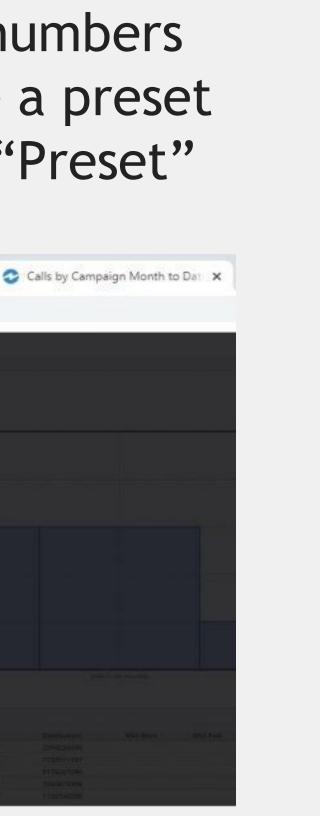
To View Daimler Geo-route numbers only: Select "Accounts" after logging in. > Next Click "Preset Views". You will then see this preset view, along with any others you may create in the future. Simply choose the preferred view and press

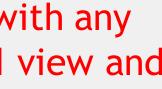
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Your Preset Views				
Daimler Geo-Route Numbers				
	Under "Accounts"			
	top left in the menu			
	<ol> <li>To view data and reports for Geo-Route numbers only select</li> </ol>			
	"Preset Views"			
2 click the "Daimler Geo-				
Route Numbers"				
Note: You may cho	ose to create additonal preset views			
3. P	ess "Use this view"			
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	✓ Use this view			

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









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Campaign       Medium       Date       Duration       Custor         105 - 10h-4       TruckPaper - Lancaster       5/18 3/06p       3m 334       Image SelecTrucks/Corporate Site       5/18 3/06p       3m 334         105 - 10h-4       TruckPaper - Lancaster       5/18 2/35p       1m 135         11 TruckPaper - Eau Claire       5/18 2/35p       4m 145         12 Carl       Commercial Finance America       5/18 2/35p       7m 435         12 Carl       Commercial Finance America       5/18 1/31p       41s         12 Carl       Commercial Finance America       5/18 1/30p       1m 135         12 Carl       Commercial Finance America       5/18 1/30p       1m 135         12 Carl       Commercial Finance America       5/18 1/30p       1m 135         12 Carl       Commercial Finance America       5/18 1/30p       1m 135         13 Anowered       TruckPaper - Clarksburg       5/18 1/23p       3m 285         13 Mitsuad       Truckpaper - Clarksburg       5/18 1/24p       1m 295         12 Mitsuad       Truckpaper - Clarksburg       5/18 1/24p       2m 375         13 Mitsuad       Truckpaper - Clarksburg       5/18 1/24p       2m 375         14 Mitsuad       Truckpaper - Smithfied       5/18 1/21pp       2m 275		R Bookmark	📓 Email report	Export
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**Note:** Information in this screenshot has been blurred for privacy. You will see your data when you go to your reports.

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.





### 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.

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### Q. Can I edit the caller information?

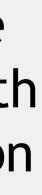
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#### **ANS.** From your Dashboard go to "Calls" > All Calls > Click the Callers Name. The window will expand showing the customer info on the left. Just beneath the information you will see the option to "Edit" or "Blacklist" the caller.

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









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*	Corporate Website		5/21 2:36p	585	Unknown	661-619-7945	Answered	
	Big Truck Trader		5/21 2.35p	355	FISH ARTHUR	860-608-2859	Answered	
	Website		5/21 2:28p	1m 49s	FISH ARTHUR	860-608-2859	Answered	
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	Charlotte SelecTrucks.com		5/21 2:14p	1m 57s	TERESA ALLEN	704-534-4940	Answered	
•	Cleveland SelecTrucks.com		5/21 1:56p	4m 28s	Unknown	614-815-4059	Answered	
	Charlotte SelecTrucks.com		5/21 1:55p	1m 47s	JESUS E DE	407-373-4892	Answered	
	Truck Paper-Web site		5/21 1:39p	415	Unknown	414-856-7667	Answered	

MacBook

## Q. How do I add notes to a caller? ANS. From the Dashboard go to

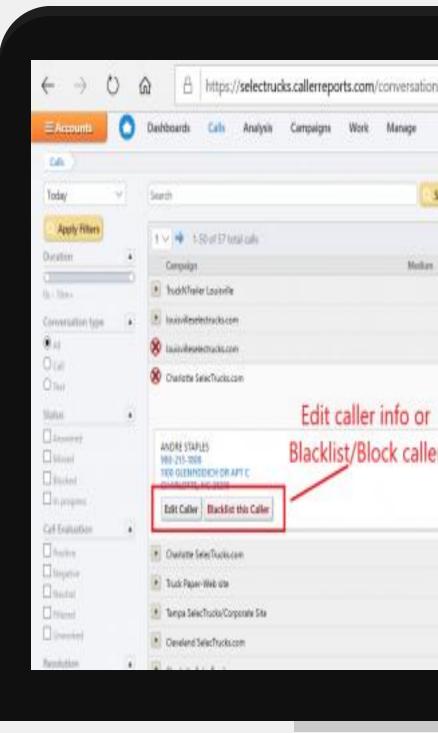
'Calls" > "All Calls" > Click the callers name. The window will expand. You will see the option on the left to add notes.

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



## 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.



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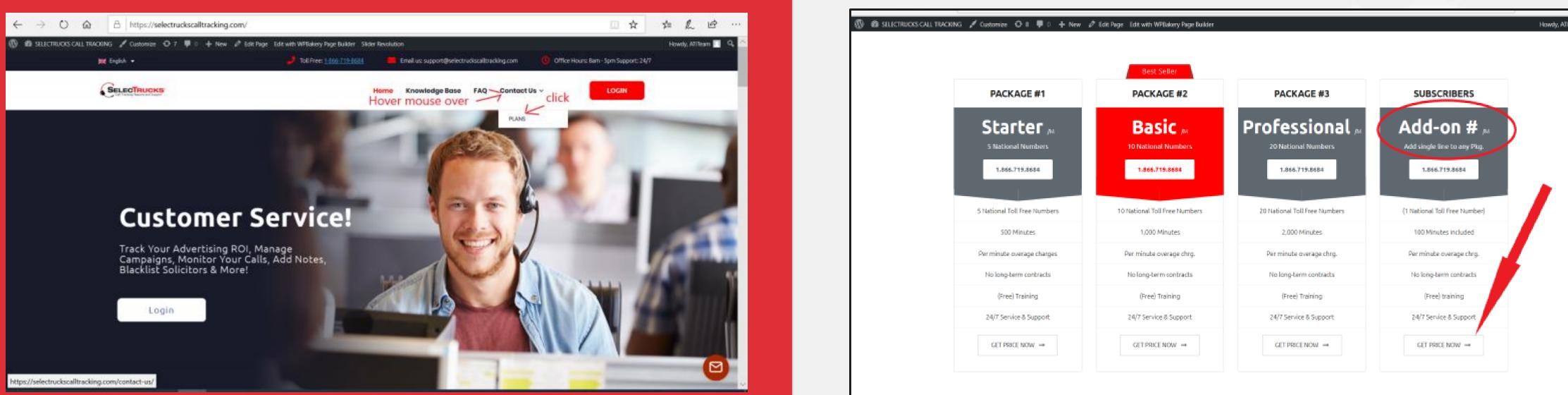
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## Q. How do I add more numbers?

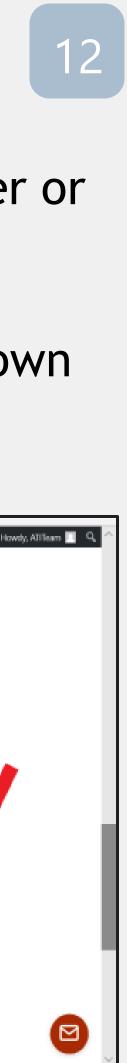
ANS. Call 1- 866-719-8684 OR EMAIL Support@SelecTrucksCallTracking.com and we will add a number or numbers into your account in just moments.

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

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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.

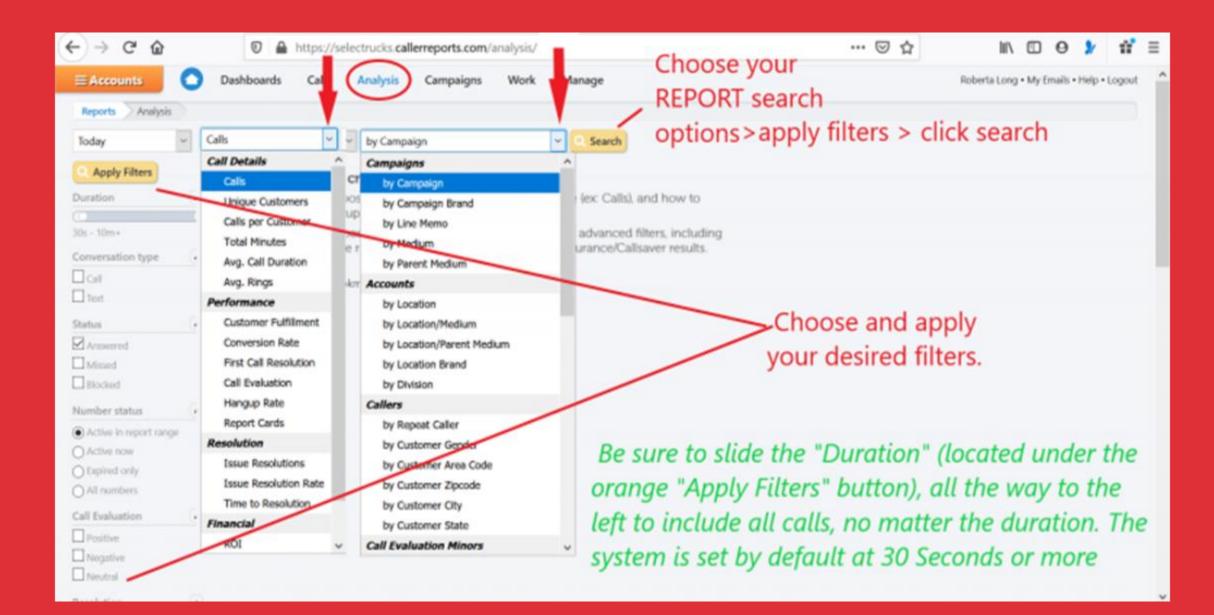
### 2. Advanced Export





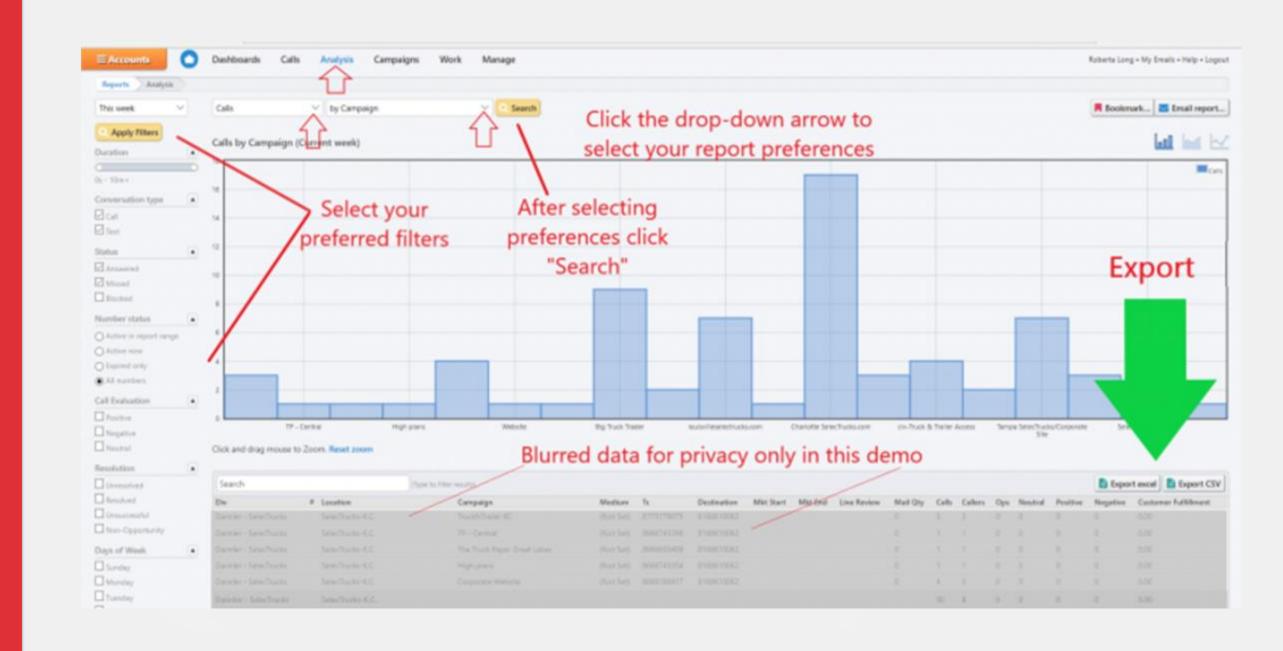


## Q. How to export caller and/or analysis reports data<sup>14</sup>



#### Click "Export" bottom right in the report.

ANS. From your dashboard click "Analysis" > New Analysis Report > Select Preferences > Apply Filters in the left menu > Click Search





## Q. Can I print the marketing reports?

**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.

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(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.



#### After Cropping in Paint







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

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**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.











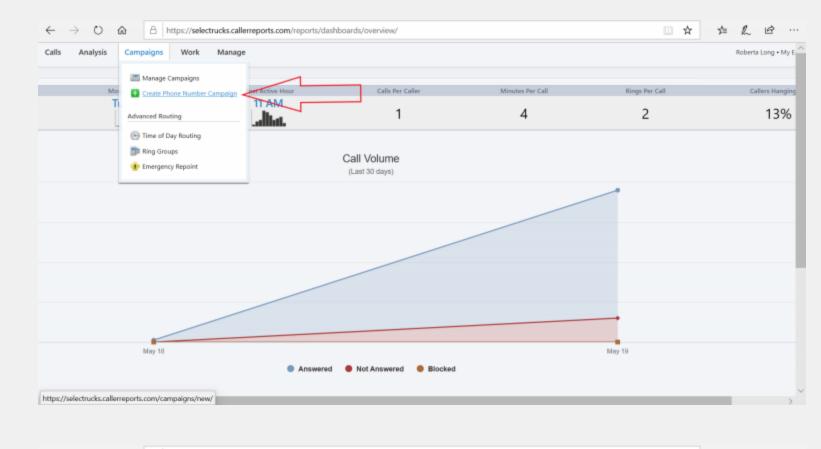


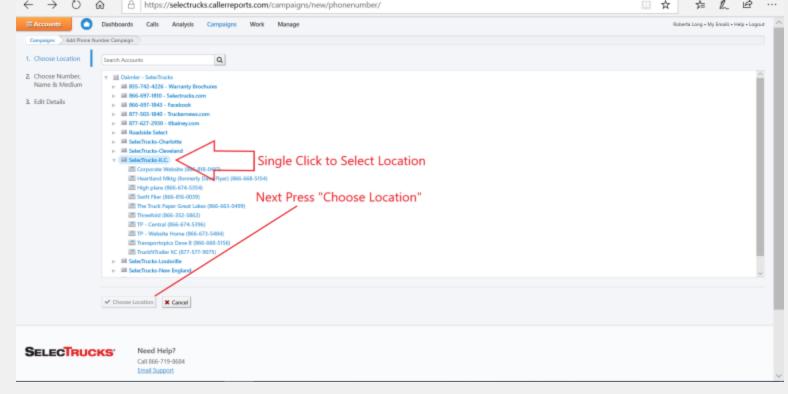
## Q. How do I setup a new Advertising Source/Campaign?7

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).







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(2) Click the "Create new standard campaign" button.

(4) Press Clain
Number and Crea
Campaign

SELECTRUCKS Call 866-719-8684 Email Support



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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?

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 SelecTrucksCallTracking.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?

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!







1-866-719-8684

https://selectruckscalltracking.com/

support@selectruckscalltracking.com

7500 College Blvd Ste: 500 Overland Park KS, 66210

### SELECTRUCKS CALL TRACKING TUTORIAL

