

2025 4ALL-Lawyers on Call event Call Screener Volunteer Instructions

These instructions, along with additional resources, can be found on the 4ALL-Lawyers on Call event Volunteer Information & Training webpage at:

[https://www.ncbarfoundation.org/our-programs/4ALL-Lawyers on Call event-statewide-service-day/4ALL-Lawyers on Call event-volunteer-information-training/](https://www.ncbarfoundation.org/our-programs/4ALL-Lawyers%20on%20Call%20event-statewide-service-day/4ALL-Lawyers%20on%20Call%20event-volunteer-information-training/)

Thank you for serving as a call screener volunteer for the 4ALL-Lawyers on Call event. Please read these instructions carefully so that you are prepared to answer calls on the day of the event. If you have any questions about any of these instructions, please email us at probono@ncbar.org.

As a call screener volunteer your role is to:

1. Greet the caller;
2. Ask the caller for a BRIEF description of their legal issue or question; and
3. Transfer the caller to the appropriate attorney practice area queue/extension.

Call screeners are the first line of assistance to 4ALL callers; a high degree of professionalism and customer service is required.

There are three shifts for this year's 4ALL-Lawyers on Call event: 10am-1pm, 1pm-4pm, and 4pm-7pm. Due to midday and evening news TV coverage, we expect the highest call volume at around 12n and 6pm – we especially could use your help at those times, if you are willing and available.

4ALL-Lawyers on Call will be conducted using the [Telzio](#) online phone system. If you have volunteered for 4ALL-Lawyers on Call in recent years, you will use the same Telzio login. If you are new to Telzio, you will receive a separate email directly from Telzio that invites you to set

up your Telzio account for 4ALL-Lawyers on Call event (be sure to check your Spam filter if you have not yet seen your email invitation from Telzio). If you did not receive the Telzio user set up invitation email within a few days of completing the volunteer registration form, please email us at probono@ncbar.org and we will resend it.

Note: if you previously used Telzio via the mobile phone/tablet app you will need to delete the old app and download the new version, which you can find in your app store.

Sign In

Please do a “trial run” of signing in to the Telzio platform prior to your volunteer shift. If you experience technical difficulties, please email Telzio support at support@telzio.com.

There are two ways that you can access Telzio to take calls on the day of the event: the mobile phone app or the Telzio.com website. If you have a computer with speaker and microphone capability, we encourage you to use the website to answer calls (the interface is slightly easier to use).

Login to the website (Telzio.com) or the app (download on your mobile device) using your username and the password that you created. DO NOT set up voicemail in your Telzio user account.

• Option 1: Log-on to the Telzio.com Website from Your Computer

- Log in using username and password from your Telzio registration email.
- Be sure that your computer’s microphone is turned on and your audio volume is turned up. You may have to give permission for Telzio to access to your microphone. Locate permissions in your computer setup.
- After you log in you will see a box with the header “My Queues”. To the right of the text “My Queues” is a white toggle box within the blue field. Click the toggle box so that it turns green.

Note: you must use a Google Chrome, Mozilla Firefox, or Microsoft Edge browser to access Telzio.com. *Do not use Safari.* We also suggest that you disable “pop up blocker”.

If you do not have a computer with speaker and microphone capability or access to Google Chrome, Mozilla Firefox, or Microsoft Edge, please download the Telzio app onto your mobile device/phone prior to the event to take calls through the app.

- **Option 2: Log-on to the Telzio Phone/Tablet App:**

- Log in using username and password from your Telzio registration email.
- Select the “Keypad” symbol at the bottom of the app, dial *1 (“star one”), press SEND, listen for the prompt, and press 1 to sign into all queues.

Speak with the Caller

4ALL-Lawyers on Call calls will be directed to the next available Call Screener. If no Call Screeners are available, a caller will wait on hold until a Call Screener becomes available. In order to limit caller hold time, please be efficient when answering your calls and moving the caller to the appropriate attorney practice area queue.

The way the Telzio system works, during a busy call time every caller’s call will hit every Call Screener’s line all at one time – the first Call Screener to answer the call will speak with the caller. If you attempt to answer a call and it appears that the caller “hung up” it is because another Call Screener got the call first. Please just hang up quickly and keep trying to answer until you have a caller on the line.

Answer the Call

- “Hello. My name is FIRST NAME. Can you please share a short description of your legal need, question or issue so that I can transfer you to an attorney who can help answer your questions?”
 - You do not need to identify yourself as a law student or paralegal; please do not give out your full name.
 - Assess the caller’s legal need, question, or issue.
- If the caller is a Spanish speaker, transfer him/her to the Spanish queue (ext. 300)
- Use practice area categories in the Attachment to this Memo to help determine the appropriate practicearea/queue.
 - If a caller has multiple areas of need, explain that the attorney volunteer can assist with only one legal issue at a time. Transfer the call to the caller’s primary area of need.
 - If the caller’s issue is complex and you cannot determine an area of law, transfer the call to Other Civil Legal Issues (general queue) at ext. 326.

- If the caller's need is NON-LEGAL, please do your best to refer the caller to an appropriate resource. Examples of non-legal needs are food assistance, assistance locating housing, mental health resources, or transportation issues. The following are useful resources for non-legal referrals:
 - NC 211: <https://nc211.org/>
 - [NCBF Resource & Referral Sheet](#)

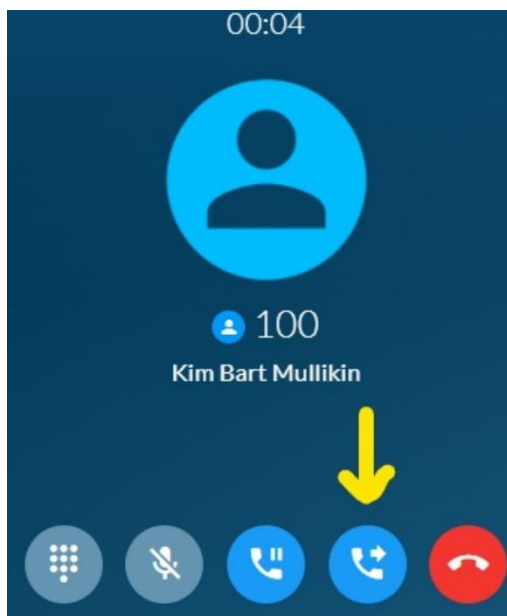
Transferring a Call

Transfer the caller to an appropriate attorney practice area queue by pressing BLIND TRANSFER and then the extension (see extension list below) and then SEND, and then hang up. *Do not use "ATT TRANSFER"* which is attended transfer; this will only connect you yourself to the next extension, not the caller. Here are specific instructions for transferring calls:

Web version:

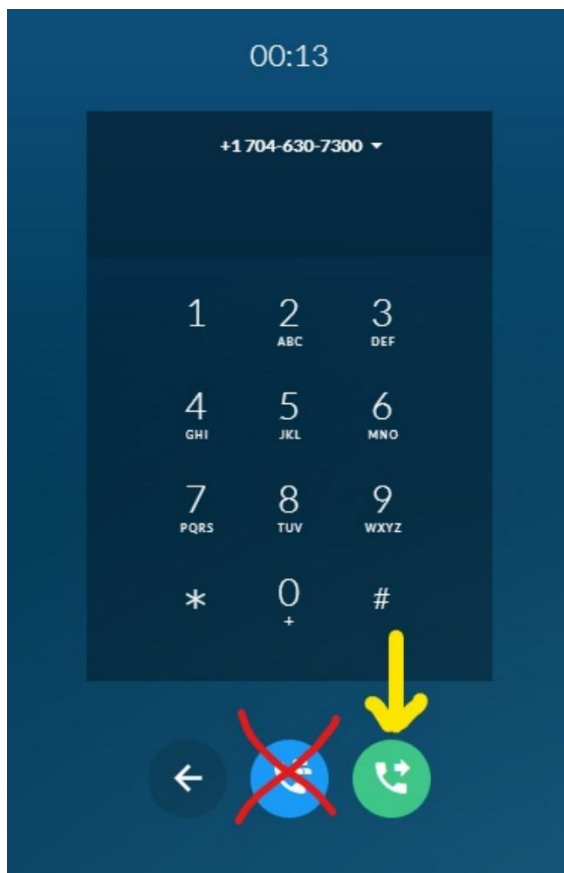
Use a browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge. Do not use Safari.

- When the line rings and you answer it, you will see a screen that has three buttons on the bottom: a blue button receiver icon with a pause symbol (places caller on hold); another blue button receiver icon with an arrow (transfers the call); a red button (hangs up on the caller). The screen looks like this:



- To transfer your call, press the blue button receiver icon with the arrow (the Transfer button). This will put the caller on hold.
- Next you will see a screen with keypad numbers and two options for transferring: a blue button with people icons on it (**NO**) and a green button with an arrow on it (**YES**).
 - First: press the numbers of the extension you want to send to.
 - Second: press the green button with the arrow on it (the Blind Transfer button) to send the call to the extension.
 - Hang up and wait for the next call.

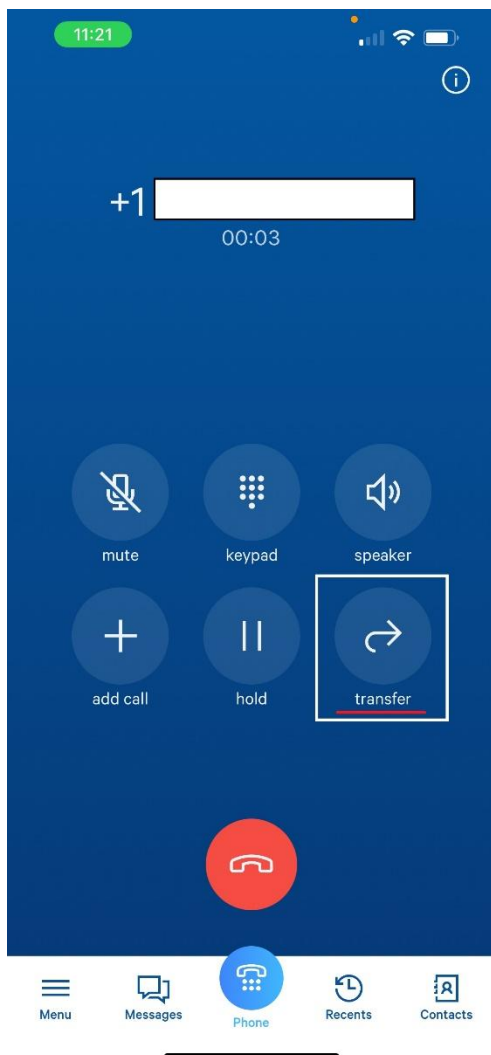
This is what the screen looks like:



Mobile version (iOS or Android):

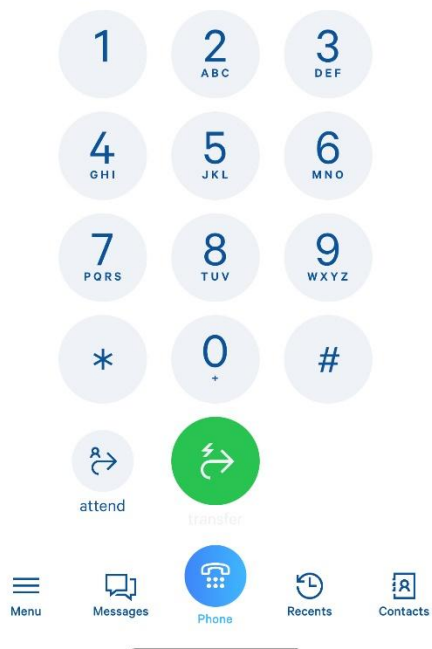
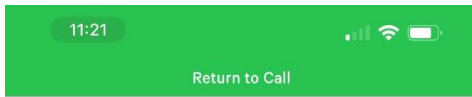
Reinstall or download the Telzio app through your iPhone or Android app store to ensure you obtained the latest version of the Telzio Mobile app.

- When the line rings and you answer the call, you will see a screen with a few options on it (mute, keypad, speaker, add call, hold, and transfer).

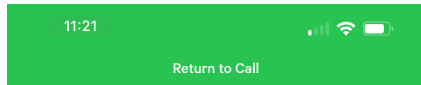


- Tap on the button for "transfer".

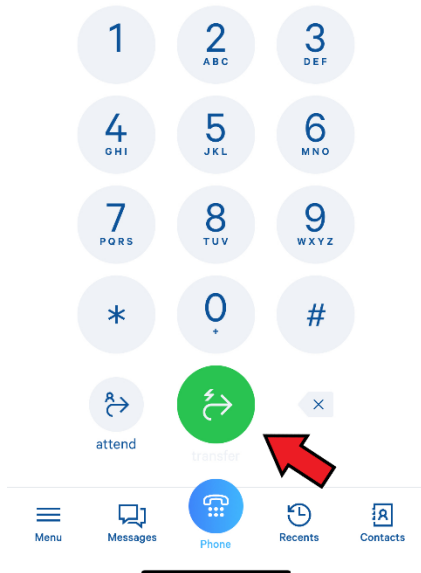
- When you press the Transfer button it will put the caller on hold and you will see a new screen showing the keypad. It looks like this:



- Next, press the numbers of the extension you want to send to (see below for extension numbers by practice area) and then press the green transfer button that has a lightning bolt to connect the caller to that extension (this is a blind transfer).



123



- The caller will be transferred to the dialed extension and the call will automatically end and bring you to the original screen for you to be ready for the next call.

Legal Area	Ext.#	Legal Area	Ext.#
Bankruptcy: Business	301	Immigration & Naturalization	318
Bankruptcy: Personal	302	Insurance Law and Claims	329
Business Law / Commercial	303	Medical Malpractice	330
Civil Law (other)		Probate	320
Construction	305	Public Benefits / Social Security	321
Debt / Collections / Student Loans	306	Real Estate / Property	322
Contracts	307	Tax	323
Criminal Law	308	Trademark / Patent / Copyright	324
Domestic Violence	309	Traffic	331
Elder Law	328	Veterans Benefits	325
Employment Law / Unemployment / Worker's Comp	310	Workers' Comp	322
Estate Planning / Wills / Power of Attorney	311		
Expungement	313	Civil Legal Issues (overflow)	326
Family Law: Child Support / Custody / Visitation / Grandparent Rights	314	Spanish Speaking Queue	300
Family Law: Divorce / Alimony / Property Division	315	Disaster / FEMA Appeals	334
Foreclosure	316		
Health Law / Long Term Care / Medicare	317	Other Resources	
Housing – Landlord	312	NCBA LRS – How to Contact	602
Housing - Tenant	327	LANC – How to Contact	603

Sign Out

At the end of your shift, be sure to SIGN OUT. You will continue to receive calls until you sign out of Telzio.

- If you are using the website, go to the top right of your screen, select the down arrow and “logout”.
- If you are using the mobile app, sign out by selecting the “keypad” symbol at the bottom of your phone. Dial *1 (“star one”), press SEND, listen for the prompt, and press 2 to sign out of all queues.

Troubleshooting/FAQ's

1. If you are logged in to Telzio, but no calls are coming through, double check that you are logged in to your queues. To do this on the website, toggle the ‘Queue’ button from white to green. To do this on the app, dial *1 (“star one”), listen for the prompt, and then press 1 to login. Note: if call volume is low then it may just be that no calls have yet come into your particular area; please be patient.
2. The Telzio site functions best if the “pop up blocker” feature is turned OFF.

3. If you are a volunteer on an early shift and you would like to continue to volunteer through later shifts, you are welcome to do so. If you are a volunteer on a later shift and wish to login early, you are welcome to do so. If you need to step away from your calls for whatever reason, first just log out of your queue (and log back in when you return).
4. Our goal is to recruit at least 80 attorneys per shift, across practice areas. Please share about this volunteer opportunity with your colleagues who may be interested in serving – we need the help! Attorney volunteers for 4ALL-Lawyers on Call event must be NC-licensed, but do not need to be NCBA members to serve (though, of course, NCBA membership is encouraged!)

Thank you for your service!

Spanish speaker: ext. 300

Other/General/Miscellaneous/Don't Know Where Else to Send: ext. 326

- Anything not included in another category

Bankruptcy: ext. 301 (business) / ext. 302 (personal)

- Bankruptcy for a farm, corporation or business (i.e., Chapter 11 or Chapter 12 bankruptcy): ext. 301
- Bankruptcy for an individual (i.e., personal bankruptcy, Chapter 13): ext. 302

Business Law / Commercial: ext. 303

- Economic Injury Disaster Loan (EIDL) for agribusinesses
- Internet/Digital Security/Data Privacy Law
- Limited Liability Companies (LLCs)
- Small Business Administration
- Paycheck Protection Program (PPP, small business loans)
- Note: Contracts has its own extension at 307

Civil Law / Other: ext. 304

- Negligence
- Personal Injury / Tort / "Can I sue?"
- Products Liability
- Wrongful Death
- Note: Medical Malpractice has its own extension at 330

Construction: ext. 305

Consumer Protection / Debt / Collections: ext. 306

- “Lemon Law” car issues
- Bills (utility, insurance, mortgage, student loan)
- Commercial Collections
- Consumer Debt Defense
- Credit Mediation/Arbitration
- Credit Report/Credit Clearing
- Creditor Harassment
- Home repair/contractor issues
- Identity Theft
- Repossession
- Student Loans
- Note: Contracts has its own extension at 307
- Note: Foreclosure has its own extension at 316

Contracts: ext. 307

Criminal Law: ext. 308

- DUI/DWI
- Felonies
- Inmate Issues
- Military Tribunal/UCMJ
- Misdemeanors
- Probation/Parole Board
- Traffic
- White Collar Crime
- Note: Criminal Record Expungement has its own extension at 313

Domestic Violence / Safety: ext. 309

- Restraining orders

Employment / Unemployment / Workers Comp: ext. 310

- Employment Discrimination
- Unemployment Benefits
- FMLA (Family Medical Leave Act)
- Wrongful Discharge/Firing
- Pension Plans
- Work Visas

Elder Law: ext. 328

- Power of Attorney
- Guardianship (adult)
- Nursing Home

Estate Planning / Wills / Power of Attorney: ext. 311

- Adult Guardianship
- Advance Directives / Living Will
- Commitment
- Durable / Financial Power of Attorney
- Elder Law
- Farm Estate Planning
- Health Care Power of Attorney
- Long Term Care
- Medicare
- Wills / Trusts / Estate Planning
- Note: Probate has its own extension at 320

Expungement: ext. 313

Family Law: Child Support, Custody, Visitation / Grandparent Rights: ext. 314

- Emancipation
- Name Changes
- Paternity

Family Law: Divorce / Alimony / Property Division: ext. 315

- Pre-Marital Agreements
- Separation

Foreclosure: ext. 316

- Paying Mortgage

Health/ Long Term Care / Medicare: ext. 317

Housing – Landlord: ext. 312

Housing – Tenant: ext. 327

Immigration & Naturalization: ext. 318

Insurance Law and Claims: ext. 329

Intellectual Property (Trademark / Patent / Copyright): ext. 324

Medical Malpractice: ext. 330

Probate: ext. 320

Public Benefits / Social Security: ext. 321

- Medicaid
- Work First / Temporary Assistance for Needy Families
- SNAP / Food Stamps
- Social Security, Supplemental Security Income, Social Security Disability

Real Estate / Property: ext. 322

- Buying or Selling real property

Tax: ext. 323

Trademark / Patent / Copyright (Intellectual Property): ext. 324

Traffic: ext. 331

Veterans Benefits: ext. 325

- Veterans Disability Assistance Benefits