

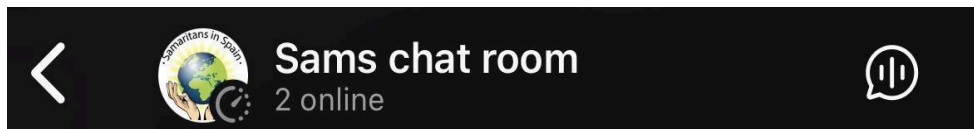
USER GUIDE - CALL LOG FORM

The new form for collecting call data is being introduced so that we can;

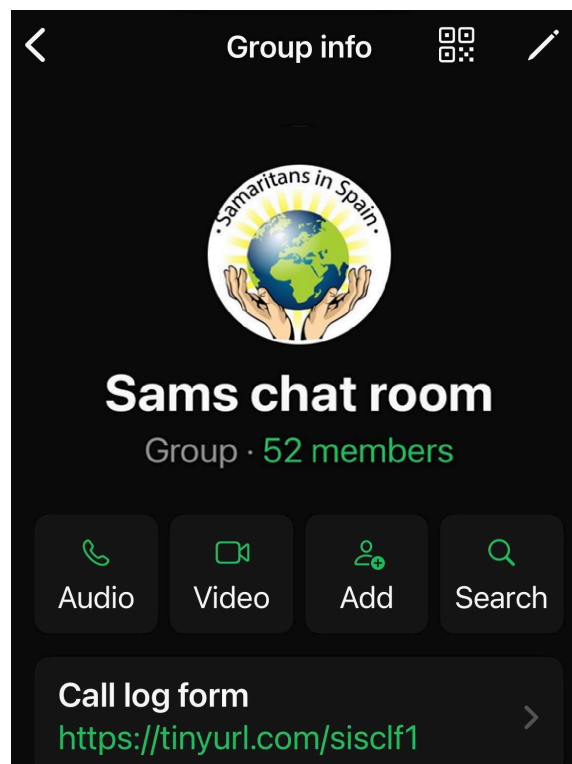
- ❖ reduce time spent manually collecting and compiling data.
- ❖ validate data so that erroneous call data is avoided.
- ❖ automate alerts for missing shift data.
- ❖ improve statistics for reporting, welfare and training purposes.

HOW TO COMPLETE THE FORM

- Go to the **Sam's chat room** group on WhatsApp and click on the header section at the top of the screen..



- You will now see a screen that says 'Group info' at the top. Further down the screen you will see **Call log form**. Underneath this there is a link. Click this link to access the form.



- The call log form is easy to complete and instructions are given for each section.

Samaritans in Spain

Listener Call Log

Samaritans Listener Call Log

Thankyou for completing your listener shift.

LOG A SHIFT WITH NO CALLS

If you had NO CALLS during your shift, then please click [HERE](#)

CHECK THE CALL LOG

If you are not sure whether you have already logged a call or not, you can check the last 5 hours worth of calls submitted by clicking [HERE](#)

Please continue below to log a call.

benthomchar@gmail.com [Switch accounts](#)



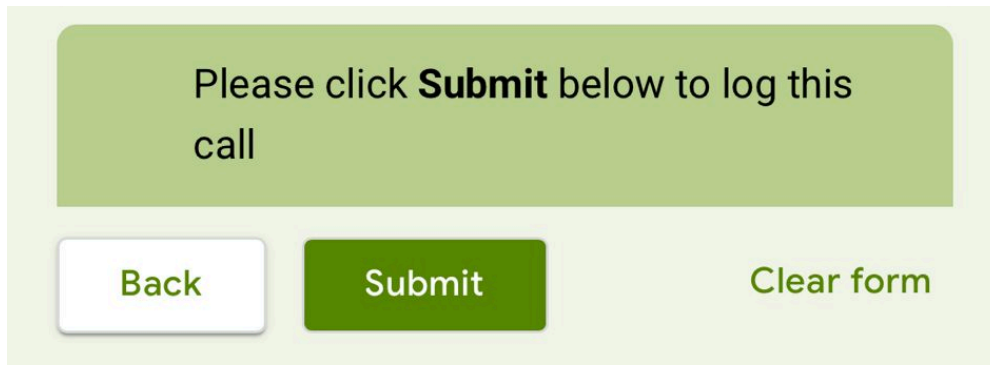
Not shared



There are a few points to highlight regarding completing the form.

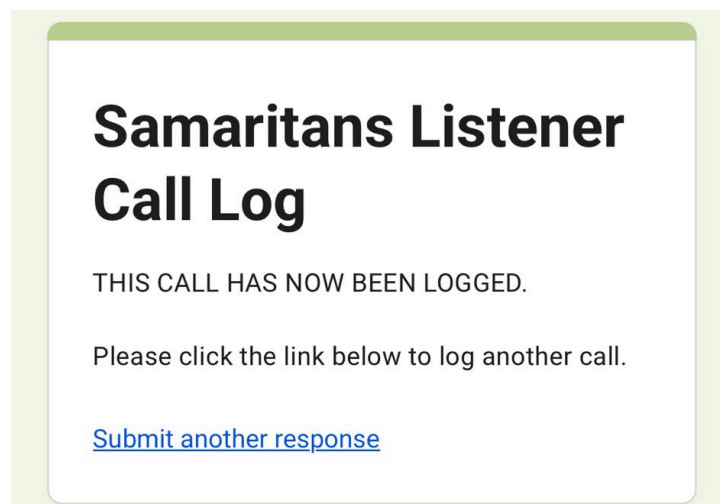
- **The form should be used even if you have had no calls.** At the start of the form you will see a section that says 'LOG A SHIFT WITH NO CALLS'. Use this link to log a no call shift.
- **If you log a snap call then you will not be asked to provide any further details about the call and will be taken straight to the 'submit' page.**

- **When possible, it is best to log each call after the call has finished.** If you are unsure if you have already logged a call, you can check by going to the section at the start of the form that says 'CHECK THE CALL LOG'.
- **The comment section at the end of the form should only be completed if any unusual or concerning issues have arisen during the call.** Otherwise, this section can be left blank.
- On the last screen of the form, you must click the **Submit** button for the call to be logged.



Please click **Submit** below to log this call

[Back](#) [Submit](#) [Clear form](#)



Samaritans Listener Call Log

THIS CALL HAS NOW BEEN LOGGED.

Please click the link below to log another call.

[Submit another response](#)

- You will then see the following message.
- To log another call click on the link 'Submit another response'.

NOTE TO MENTORS: Mentees will be added to the form within 48 hours of being added to 3CX and so will then be able to submit under their own name.

If you have any issues with the form then please send an email to sams.call.log@outlook.com