

## Subject: CloudCall Resource Info and Training Docs

Hi xxxxxxxx,

Welcome to the world of CloudCall! This email contains information on everything related to the phone service that we use. This is a lot of information, so don't feel like you will need to know this overnight! The process of learning this system can be referenced at any point, so please keep this email handy, and of course, please feel free to reach out to our support team at any time with any questions.

1. **CloudCall login Information:** You are already logged into your softphone and Chrome extension, but will need to log into the CloudCall Go! mobile app once you have installed it to your iPhone. If needed, you can find all login info listed below:

CloudCall softphone:

un: xxxxxxxxxxxx

pw: xxxxxxxxxxxx

CloudCall Chrome extension:

un: xxxxxxxxxxxx

pw: xxxxxxxxxxxx

CloudCall Go! (mobile app) – [iTunes](#) | [Google Play](#)

un: xxxxxxxxxxxx

pw: xxxxxxxxxxxx

2. **Recorded Training Session:** A full-length recorded user training session is available [here](#).
3. **Short Informational Videos:** Also please find below some short informational videos on using CloudCall for Bullhorn:

Video Title	Link
Bullhorn - Make a call	<a href="https://synety.wistia.com/medias/dc3qscskvej">https://synety.wistia.com/medias/dc3qscskvej</a>
Bullhorn - Call logs	<a href="https://synety.wistia.com/medias/xtfwk3ms0l">https://synety.wistia.com/medias/xtfwk3ms0l</a>
Bullhorn - Inbound Call	<a href="https://synety.wistia.com/medias/mmddo26hly">https://synety.wistia.com/medias/mmddo26hly</a>
Bullhorn - Call Notes	<a href="https://synety.wistia.com/medias/vccltq1k5p">https://synety.wistia.com/medias/vccltq1k5p</a>
Bullhorn - Call Controls	<a href="https://synety.wistia.com/medias/twtiozfhlm">https://synety.wistia.com/medias/twtiozfhlm</a>
Bullhorn - Click Devices	<a href="https://synety.wistia.com/medias/jvwkyvi8r9">https://synety.wistia.com/medias/jvwkyvi8r9</a>
Bullhorn - Voicemail Drop	<a href="https://synety.wistia.com/medias/9ghq0n2mm3">https://synety.wistia.com/medias/9ghq0n2mm3</a>
Bullhorn - Making Calls Outside of Bullhorn	<a href="https://synety.wistia.com/medias/v3gk1xi4oy">https://synety.wistia.com/medias/v3gk1xi4oy</a>
Bullhorn - Automated Dialer	<a href="https://synety.wistia.com/medias/6hcg6q1vmv">https://synety.wistia.com/medias/6hcg6q1vmv</a>
Bullhorn - IM & SMS	<a href="https://drive.google.com/file/d/18BCVhjy0IO4oDO4Q0-bgY4pWJLCHToCR/view">https://drive.google.com/file/d/18BCVhjy0IO4oDO4Q0-bgY4pWJLCHToCR/view</a>

4. **User Guides:** Please find attached a .zip file with user guides for further reference.

Thank you,  
[insert email signature]