

Pat Chronister

From: Sara Bailey
Sent: Tuesday, April 17, 2018 3:58 PM
To: Phillip Bridgmon; Pat Chronister
Subject: FW: Incoming Calls to the University Working Group

FYI

From: Clay Moore
Sent: Tuesday, April 17, 2018 2:56 PM
To: Brittany Comstock <bcomstock1@atu.edu>; Phillips, Carrie Harris <cphillips@atu.edu>; Deborah Brady <dbrady3@atu.edu>; Clay Wyllia <cwylia@atu.edu>; Deanna Kile <dkile@atu.edu>; Brandie Griffin <bgriffin5@atu.edu>; Jason Salmans <jsalmans@atu.edu>; Sara Bailey <sbailey19@atu.edu>
Subject: Incoming Calls to the University Working Group

All,

I would like to thank you again for coming today and for volunteering your time to help with this project. As discussed I would like for you to take the options back to your areas to discuss the pros and cons for how you will be affected. We did establish for there to be one (1) phone number for campus, with a toll free tagged to it. So the remaining work is how will the line be answered.

Option 1:

A call center with 2 full time staff members, that would answer the line 7:30 am - 5:00 pm with the line having a queue set up. After hours would be an automated message.

Option 2:

A hunt group consisting of Admissions, Financial Aid, Student Accounts, Registrar, Advising, and Student Services, with a line queue as needed. After hours would be an automated message.

Option 3:

An Call Attendant that would direct the calls as they come in with up to 9 options, and if none are selected the call would go to a selected hunt group.

Below is a doodle poll for about 2 weeks out, so that we have plenty of time to make sure that all areas are aware of the options available. Additionally Jason has created a Cisco Spark workroom for us to use, please look for the email to join it. You will need to download the software to your computer. It is like jabber, but allows for easier discussions and keeps our emails cleaner.

Doodle Poll:

<https://doodle.com/poll/euz6d7yppxiir2vq>

Thanks