



Prineville City Council Meeting October 28, 2008

Issue Summary

Topic: Phone System

Department: Finance

Staff: Liz Schuette

Overview: Alternatives to increase customer service by automation of existing phone system.

Current Procedure: a live body must answer phone within 18 seconds.

Problems that occur:

- Interruption to customer at window
- Interruption to customer on phone
- Irritation to an already irritating situation

Benefit that will occur:

- Customer will have full attention of clerk
- Less frustration to customer
- More efficient use of time

Staff Recommendation: Incoming calls answered by automated system, sent to a call queue, transferred to appropriate party. Holding customers able to listen to scripted audio that may answer question while holding.

Data Collection of phone activity 9-18-08 through 10-22-08

Number of times phone used 1,809
Calls to voice mail after hrs (214)
1,595

Calls transferred	209
Misc information request	127
Utility	427
Placed on hold	137
Counter interruption	27
Missed call	7
Outbound/Other	661