

# IT Bulletin

## The University's Call Handling is Converting to an Auto Attendant

Volume: IT 16 – 03

March 23, 2016

**Purpose:** As the University looks to cut cost without losing efficiency, the staffed attendant service will convert to an auto attendant.

**Audience:** CSU Campus Community

**What:** All calls currently answered by a staffed attendant, will be processed by an auto attendant. The auto attendant in conjunction with the use of Telecommunication's on-line directory and Bev's extension 3600 (in-house calling) will be used to transfer, redirect and process all university calls.

**When:** April 1, 2016

**Solution:** To continue exceptional customer service to our CSU external and in-house clients; it's imperative that Telecommunications directories are correctly defined. Testing of Telecommunications directories prior to going live is needed by you individually. Thus, we asked that you follow the steps below to ensure your name and department's information are correct in all directories. If changes or additions are required, please send an email to [tims@csu.edu](mailto:tims@csu.edu) by March 28, 2016 outlining what action is needed.

1. Go to [www.csu.edu](http://www.csu.edu) and at the top right hand of the page, click on "Campus Directory". Perform a search to view your name and your department's information.
2. Check to see if you are sent to the correct extension by dialing extension 3600, Bev's in-house auto directory, and then state the name you want to be transferred to.
3. Check to see if your name is given when you dial Bev extension 3600. If not perform the steps listed at <https://www.csu.edu/itd/networkinfrastructure/telecommunications/documents/BEVRecordingYourName.pdf> to correct this issue.
4. Check that your phone after four rings is routed to your voicemail and that the voicemail states your name to ensure it's routed to you. If not, use the instructions at <https://www.csu.edu/itd/networkinfrastructure/telecommunications/documents/meridianvoicemailuserguide.pdf> to update the system. This will be critical since calls will no longer return to a staffed attendant to perform look up and rerouting the caller.
5. Setup your department number to handle your external customer calls. If you need assistance in redesigning or reviewing your current call flow, please call extension 2649 to make an appointment to discuss the best call flow scenario to handle your department's incoming calls.
6. Call extension 2649 to have an authorization code assigned to allow long distance calling for individuals in your department that sit at workstations that are in an open area of your office. This will prevent unauthorized call alerts.

Please call extension 2559, option 1 ([773-995-2559](tel:773-995-2559)) if you need assistance or have questions.