



<b>Document Number</b>	<b>Customer Service Center Phone Protocol SOP, D.3.01</b>
<b>Owner/Contact Information:</b>	Amber Wall/Dan Durham
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<b>Related Policies and Procedures</b>	

### 1. Purpose/Introduction

To establish a protocol for the Customer Service Center (CSC) staff to answer customer calls during regular business hours (Monday – Friday, 8am to 5pm) and to ensure that walk-in customers receive prompt assistance

### 2. Definitions

N/A

### 3. Procedural Steps

#### 3.1 Phone and Front Desk Protocol:

- 3.1.1 The front desk number is 334-5684 (line #1). \*Customers who call numbers other than 334-5684 should be asked to update their contact lists to call the Customer Service Center using this number.
- 3.1.2 Customer calls shall always be answered by the third ring.
- 3.1.3 If the front desk attendant is busy on line #1, and a new call comes in they will place line #1 on hold to ask customer on line #2 (334-5685) to hold. The attendant will then complete call with customer on line #1 before returning to caller on line #2.
- 3.1.4 If the front desk phone is busy on lines #1 and #2, the next customer call will roll to the third line and shall be answered by one of the two 2nd tier CSC call response staff covering line #3 calls coming in on 334-5686. CSC 2nd Tier staff are to field all calls on 334-5686 by the 2<sup>nd</sup> ring.
- 3.1.5 If the front desk attendant needs to step away from the front desk, they will forward line #1 (334-5684) to #3 (334-5686) and notify at least one CSC coworker they are stepping away. By forwarding the front desk number directly to 334-5686, all calls will ring on both 2nd tier CSC call response staff phones.
- 3.1.6 If the front desk is unattended for a period of time of between 5-15 minutes, the attendant will forward line #1 to line #3, notify at least one CSC co-worker that they are stepping away, and place a sign on the front desk directing customers to office 203, 234, or 232 to ensure walk-in customers know where to go for assistance.

- 3.1.7 If the front desk is expected to be unattended for more than 15 minutes, the CSC front desk attendant shall notify the CSC Supervisor so that another CSC staff member can attend the front desk.
- 3.1.8 If the front desk is unattended for an extended period of time such as a mandatory meeting when there will be no one available to answer phones or help a walk-in customer, a sign stating the time the Customer Service Center is closing and the time it will re-open will be placed at the front and side door to ensure walk-in customers are advised. An email with this information will also be sent to all building contacts with at least 8 business hours advance notice prior to the scheduled department-wide event or meeting. This would only apply with Director and CSC Supervisor approval.
- 3.1.9 In the rare event a call should go to voicemail during the work day, it should be retrieved, deleted, and responded to immediately.
- 3.1.10 All voicemails received outside of regular business hours should be retrieved, deleted, and responded to at the beginning of each work day.

**3.2 Standard Phone Greeting and Phone Etiquette:**

The phone should always be answered using a helpful, welcoming greeting and should include identification of the department (Facilities Operations Customer Service Center) and your name.

- 3.2.1 When answering the phone, the front desk attendant should use a friendly tone and offer a helpful attitude.
- 3.2.2 Always use phrases such as: "I'll be glad to help you", "My pleasure", or "Thank you".
- 3.3.3 Phrases such as "I can't", "We don't do that", "Everybody is gone", or "Call back later" should never be used.
- 3.2.4 If a customer calls the wrong number or has made an incorrect assumption, kindly offer to help them by providing them accurate information in a friendly manner. Do not treat them as an inconvenience or use a tone that could offend.
- 3.2.5 Don't be afraid to politely ask a customer to clarify information for a work request.
- 3.2.6 The following information is the minimum required for work requests:
  - First and Last Name (Ask customer or use directory.uncg.edu to ensure all names are spelled correctly)
  - Building and Room Number
  - Email Address and Department
  - Phone number
  - Description of the action requested

**4. Revision Table**

Revision #	Section #	Summary of Changes	Approval Date