City of Bristol

USING THE XMU+ FOR AUTO ATTENDANT

Overview:

The City of Bristol, Tennessee uses the XMU+ to redirect callers to the appropriate City Department and answer frequently asked questions from its many residents. Most of the calls are from people wanting to be directed to City departments, or wrong numbers dialed by residents trying to call county departments rather than the city.

Problem:

All phone calls into the City of Bristol were directed to a main City Hall telephone number which was answered by a dedicated person. If that person was busy or already on the phone, the call was answered by three staff in the Police Department Records Division. The three people were already very busy assisting the public, processing police reports and answering the main police switchboard. So when they had to backup the City Hall receptionist, they were unable to get any of their real work done.

The City of Bristol needed a solution to solve four problems. First to effectively direct callers to all departments. Second to answer frequently asked questions in a professional manner. Third to allow the receptionist time to help callers with more complex questions, and fourth to enable the Police Department staff to focus on their jobs.

Solution:

The City of Bristol contacted Sprint-System Design Engineer Renee Watson for help. Renee recommended the Interalia XMU+ to provide automated attendant functionality that interfaces with the City's Centrex telephone system. Renee worked with Crystal Key at The City of Bristol to determine their phone system needs, and the exact wording for each message option. Both worked very hard to make it easy for callers to select the City department they needed without having to talk to a receptionist. Renee then emailed the final detailed document to Steve Heinkel, an Interalia Managed Services Consultant. When the equipment arrived Renee hooked up an analog line so that Steve could access and program the XMU+, then she worked with Crystal from the City to record the message options. When Steve was through he and Renee thoroughly tested each option.

Now when callers phone City Hall they are forwarded to the analog line where the XMU+ answers their call. Callers can choose to be transferred to a specific department or they can listen to answers for frequently asked questions. If they want to talk to a live agent they can easily contact the receptionist, or if it is an emergency, they will be immediately connected to the Police and 911 agents.

Benefits:

The City of Bristol is very pleased with the Interalia XMU+ system. Since it was installed they have found staff workload was reduced, productivity increased and caller satisfaction improved. The receptionist now can spend more time helping callers that really need help, and Police staff are able to focus on their jobs.

"The XMU+ has helped tremendously. It was very easy to setup and is user friendly." Crystal Key - City of Bristol

"Interalia was great to work with. The customer LOVES it. They say they can now get work done." Renee Watson - Sprint Technician

The City of Bristol:

The City of Bristol, Tennessee has approximately 300 employees serving the needs of 24,500 residents. The City has a variety of departments including: fire, police, ambulance, engineering, maintenance, city council, recreation, human resources, employment and more.

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