

June 22, 2016

Report To: Mayor and Council

From: Travis Rob, Chief Building Official

RE: Investigation into the implementation of an auto attendant at the Civic Centre in concert with the replacement of the phone system.

Background

Through the replacement of the phone system at the Town of Fort Frances Civic Centre the manner in which the calls are currently handled and the expanded capabilities of the new system have been brought to light in the programming of the new system. Currently the calls are answered by the receptionist at the front desk and when that person is on the phone an auto attendant with limited call routing capabilities picks up the call or the person leaves a message in the general mailbox.

With the implementation of the new system the opportunity to have a fully functional auto attendant is easily accommodated, whereby the caller will have the opportunity to enter the extension of the person they wish to speak to, allowing them to directly be routed to that person regardless of the department they work for or press 0 to speak to the receptionist through a comprehensive call routing network. The matter was discussed at the June 21, 2016 meeting of the Administration and Finance Executive Committee where the need to have the option to reach reception was identified to be extremely important and should be the first option once the auto attendant answers the call. A preliminary script could be:

Thank you for Calling the Town of Fort Frances Civic Centre. For reception press '0' at any time. If you know the extension of the person you wish to speak to, please enter it now. For our staff directory please press '1'. To dial by division please press '2'. To leave a message in the general mailbox please stay on the line. To repeat this message please press '#'

Over the last few years the roles of the receptionist at the Civic Centre has expanded to include other duties and allowing customers to reach the extension they are looking to reach without accessing the receptionist will relieve some of the calls that have to be answered by the receptionist, giving that person additional time to tend to some of their other duties. It is fully understood that this change will have to be properly communicated to the members of CUPE with ample notice time provided, and once Council has made a decision regarding whether this is a change worth pursuing, Administration will ensure that proper notice, as prescribed in the Collective Agreement, will be sent to the members of CUPE.

It is the recommendation of Administration to implement an auto attendant into the system at the Town of Fort Frances Civic Centre upon full and proper notice being given to the members of CUPE and upon the replacement of the phone system.

Respectfully Submitted



Travis Rob, EIT
Chief Building Official, Facilities/Special Projects Coordinator

Council approval of this report will agree with the recommendation of Administration to implement an auto attendant at the Civic Centre and further that proper notice as prescribed in the Collective Agreement be sent to the members of CUPE.
--