

## **ADMINISTRATIVE SERVICES DIVISION DIRECTORY ASSISTANCE**

Directory Assistance is an integral part of the University, utilizing a Web-based database to provide personalized telephone information and a locator service for University students, faculty and staff. Often the Directory Assistance operators are the first direct contact a caller has with the University. In addition, Directory Assistance offers faculty and staff support in the use of an integrated conference system that allows 23 concurrent participants on a single conference call, as well as multiple simultaneous conferences.

### **Summary of Major Accomplishments**

Directory Assistance, like every department at the University, is forced to adapt continually to an ever-changing environment. Significant achievements are occurring daily as customer service extends not only to national customers, but spans the entire globe to satisfy an international need. The department continues to experience peak attendant traffic during the afternoons; however, this number increases at the beginning of each semester and during major events. The telephone operators are equipped with various systems to research and respond effectively to daily calls and questions.

Directory Assistance is dedicated to providing good customer service and connecting callers to the right place or person on the first call every time. In addition, the staff maintains a conference call system. To extend the level of service offered, a toll-free number for utilization by both local service and conference calls is offered. Web site enhancements were completed in FY 2010 to include online forms for establishing conference calls and to update departmental listings. This has led to more current and accurate information in the system, resulting in fewer misdirected calls.

During the fiscal year, an employee was transferred from Directory Assistance to Central Receiving on an interim basis to provide additional support staffing during heavy workload periods.

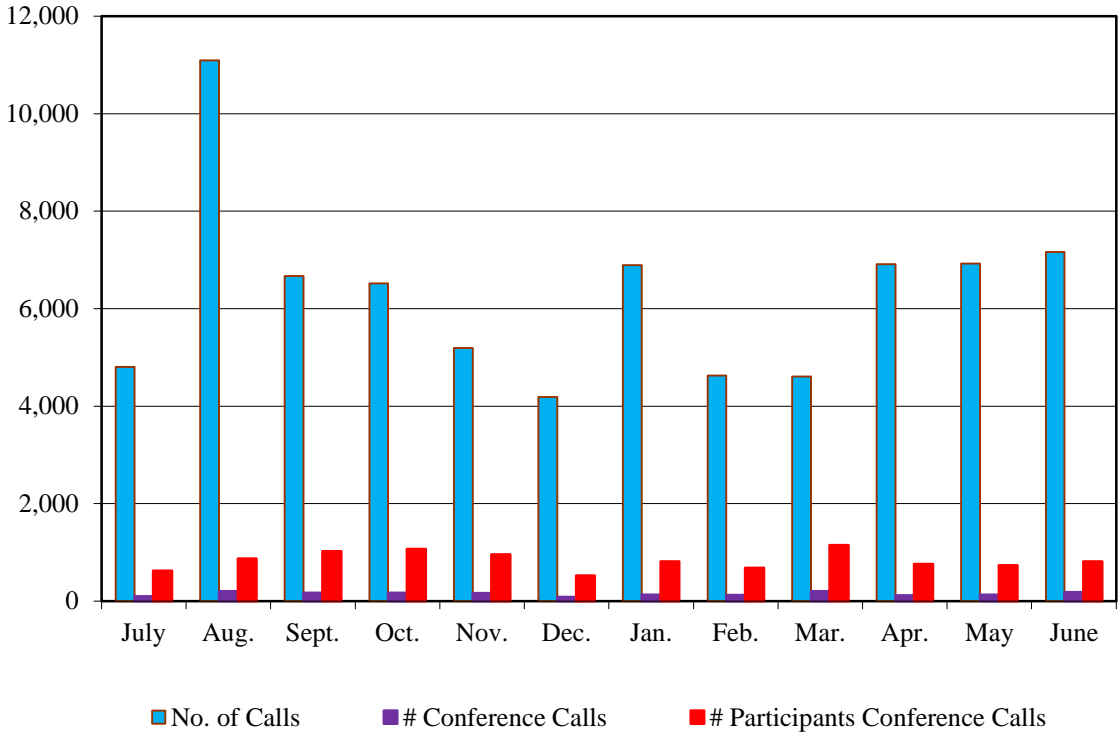
Directory Assistance is staffed five days a week: Monday through Friday from 8:00 a.m. to 5:30 p.m.

### **Summary of FY 2011 Goals**

Directory Assistance will continue to improve customer service skills, meet the requirements of the new State Directory Service, and use all collective resources to ensure the caller is connected in an efficient and timely manner. Directory Assistance will implement a new Web-based dataset, which will have automated feeds of faculty, staff, students and building information.

The following exhibit reflects the activity of phone calls handled by Directory Assistance.

### Directory Assistance Calls



# DIRECTORY ASSISTANCE ORGANIZATION CHART

