

ACTIVATING THE CALL CENTER

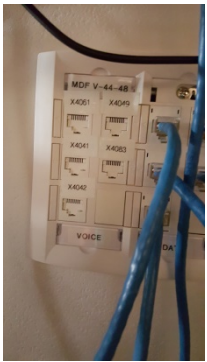
123 Dyer Street – phon-a-thon area

Contact Rick Lescault (or backup) as soon as we think we might use the call center. His back up is Judy Tanzi. (see EOCT list on Google Drive for phone numbers)

Phones are kept in the upstairs Tel-Data locked closet. There are ten phones and ten available jacks downstairs in the phon-a-thon area of IE.

Keys (ENG) for the Tel-Data closet: Jack Silva, Sam Solomon, Jen Howley, Facilities and Public Safety

- Come downstairs to the phon-a-thon area
- Plug in all phones that will be in use, up to 10 and make a note of which extension numbers you're using – jacks are all labeled under the desk area – there are five jacks on each side of the room (xt. 4084, 4085, 4086, 4087, 4088, 4061, 4049, 4041, 4042, 4083)



- Ensure that handsets are plugged into the side of the phone
- Let Rick know which number you want to redirect calls from - either an existing extension, or a designated emergency number (see below) may be used, and let him know which phone jacks are being used
- Once Rick has all that information he'll make the change so all calls coming into the designated line will now be forwarded to the call center until further notice



Note: control for ringer volume is on the bottom of the phone

Notes about the phon-a-thon area:

- There is a white board
- Each station has a computer and users can sign into their google account
- Paper, pens and other general office supplies are available
- Conference table

Phone numbers designated for emergency response:

401-709-8400

401-709-8600

