

CALL CENTER ACTIVATION

123 Dyer St, phone-a-thon area

The call center is located on the 4th floor of 123 Dyer. Turn right out of the elevator or continue down the hallway from the top of the stairs. At the end of the hall, turn right into the call center.

As soon as the call center is needed, contact one of the following:

Rick Lescault
Telecommunications Analyst:
ext 401-454- 6543
cell: 401-413- 3882

Judy Tanzi (backup)
Telecommunications Manager
ext: 401-454- 6561
cell: 401-413- 3875



Retrieve Phones from the 2nd floor Tel-Data closet

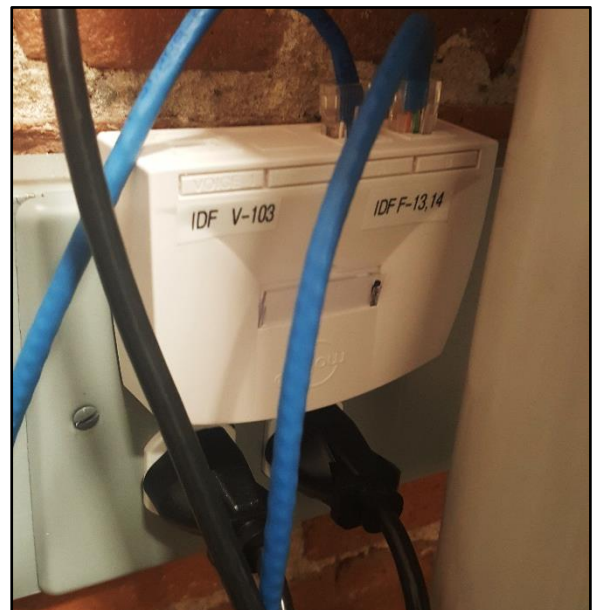
- There are ten desks and ten available phone jacks in the phone-a-thon area.
- The Tel-Data closet will be locked. Keys can be found with Jack Silva, Jennifer Howley, Facilities, and Public Safety.

Set up phones in the call center

- Plug in all phones that will be in use.
- Ensure that handsets are plugged into the side of the phone.
- Note the extension numbers being use. Jacks are labelled under the desk area.
- Control for ringer volume is on the bottom of the phone.

Redirect calls

- Rick or Judy will forward calls from an identified number to the call center. They will need to know the following information:
 - Which phone jack numbers are being used
Whether to redirect from an existing extension or a designated emergency number.
Designated emergency numbers:
401-709-8400
401-709-8600
- All calls to the chosen phone number will be forwarded to the call center until further notice. When closing down the call center, calls will need to be redirected back to the original number by Rick or Judy.



The call center has the following additional resources:

- A computer at each station, where users can sign into their google account.
- A whiteboard and dry erase markers.
- Paper, pens, and other general office supplies.
- A nearby conference table for meetings.
- Breakout rooms located on the third floor.

