

Things to Remember

- When you get a new employee, remind them to update their information in order to keep the directory information up to date. It does not update automatically when you change departments or offices.
- Maintain the information on your department website. The Call Center depends on this information for our callers.
- If you disconnect a main line please let the Call Center know. We can update our paper phonebook that we keep on our desk so that we do not transfer to a disconnected number.
- When you have an employee leave a position update the name on the phone display and voice mail so that when a caller is transferred they do not think they have the correct office or person.
- If you record the main line to your office, please identify what office it is. We have return calls because the caller may just hear the person's name, and not the department, so they hang up because they think that we have incorrectly transferred them.

If you need to let the Call Center know of an update, just give us a call at 704-687-8622 or send one of us an email and we will be glad to update it for you.

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