



UNIVERSITY CALL CENTER

MARCH 16, 2017

WHO WE ARE

- Established- 2008
- Staffing- 6 full-time, 1 student temp, and 2 work study students
- Location- Cone Center, rm. 311

WHAT WE DO

- 130,000 calls annually
- Offices Serviced: Undergraduate Admissions, Graduate Admissions, Office of the Registrar, Financial Aid, Student Accounts, SOAR, and the Main University line
- Tier 1 calls
- 45% of calls completed without transfer
- Health Center bi-annual call outs for immunization requirements

HOW WE FIND OUR INFORMATION

- University Online Directory (on-campus employees)
- What if the information is not updated?
 - Cannot transfer the call
 - Utilize the main department number
- Desktop Directory
 - Please notify us of any changes to department contact information
 - Include the location of your office (i.e. building and room number)
 - Departments, please update your websites

ADDITIONAL FACTS

- University Call Center maintains:
 - Inclement Weather Hotline x1900
 - Office recordings for the Enrollment Management Offices
 - Health Center
 - Student Accounts

CALL CENTER EMPLOYEES

- Manager- Chris Garcia 704-687-8977
- Representatives:
 - Helen Smith 704-687-8122
 - Krystle Hammac 704-687-8622
 - Candace Jacobs 704-687-8622
 - Margo McManus 704-687-8622
 - Kitty Lynch 704-687-8622

UPCOMING NEWS

- Call Center will become part of Niner Central
 - Same functions
 - More in-depth knowledge base to better assist callers and campus offices

CURIOUS INQUIRIES

- Can I donate my body to science at your university?
- Can I get my tooth pulled or any dental work done at your university?
- Can I fish in your lakes?