



Board of County Commissioners
Office of Purchasing
**Title: Guidelines for Answering Telephones,
Transferring Telephones, Annoyance Calls
Pager & Cell Phone Usage**

Operations Manual
Procedure No: OM-025

Date Effective Date: 03/23/05 Supersedes:07/19/04 Page No: 1 of 3

- I. Purpose To provide guidelines when answering telephones and transferring telephones when employees are out of the office; use of pagers and cell phones when out of the office on County business..

- II. Scope These guidelines apply to all purchasing personnel when answering and transferring phones; and use of pagers and cell phones.

- III. Responsibility
 - A. Telephones: Answering, Transferring and Annoyance Calls
 1. Answering
When answering telephones always acknowledge Office of Purchasing and who you are, so the caller will know with whom they are speaking.
 - a. When taking a phone message for another person in the office always offer the caller the voice mail of the person they are calling; or, if they request take a message and then get the message to the person being called or their assistant as soon as possible.
 - b. If the person being called is out of the office for an extended period of time then seek alternative personnel with the message (i.e., Purchasing Agent Supervisor, Purchasing Manager) to assure customer service.
 2. Transferring
When leaving for lunch or when out on annual leave, please forward your line to the central answering position by pressing "Call Forward" and press 4980. When you return, press the button under the "Cancel" display to terminate.
 - a. When the Purchasing Manager, Purchasing Supervisors and/or Purchasing Agents are out of the office, on lunch, leave, seminars/classes, etc. their phones will be forwarded to their assigned Office Assistant. When both are out, then both phone lines will be forwarded to the Reception Desk.
 - b. When Office Assistants are leaving for lunch, annual leave, seminars/classes forward your line to the central answering position.
 - c. When someone is out sick, we will attempt to always forward their line to implement call forwarding, press "call forward and the extension forwarded to". Upon return press the button under "Cancel" display to terminate.



3. Annoyance Calls
These procedures are Annoyance Call Procedures developed by Bell South. Personnel taking annoyance calls must call the Call Trace Code of *57 on the **receiving** incoming line and **before** another call starts ringing.
 - a. **GENERAL ANNOYANCE CALL PROCEDURES**
 - 1). **Normal Business Hours (8:00 AM - 4:30 PM CST) Monday - Friday**
 - a). Press the Call Trace Code *57 Wait for the automated Attendant to see if the call has been successfully traced.
 - b). Call Law Enforcement
Advise them of the type of call received and attempt to get a Case number. Also advise them that you are notifying the Telephone Company Annoyance Call Center.
 - c). Call the BellSouth Annoyance Call Center (780-2969)
When the Auto Attendant answers Press 2 for additional instructions.

To add your Case Number to a file, stay on the line until your call is routed to a representative.
 - 2). **Before & After Normal Business Hours & Holidays**
 - a). Press the Call Trace Code *57 Wait for the Automated Attendant to see if the call has been successfully traced.
 - b). Call Law Enforcement Advise them of the type of call received and attempt to get a Case Number. Also advise them that you are notifying the telephone company Annoyance Call Center.
 - c). **ONLY** Law Enforcement can dial "0" to reach an operator to get further on life threatening situations.
 - b. **BOMB THREATS ANNOYANCE CALL PROCEDURES**
 - 1). **Normal Business Hours (8:00AM - 4:30PM CST) Monday - Friday**
 - a). Press the Call Trace Code *57 Wait for the Automated Attendant to see if the call has been successfully traced.



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Page No: 3 of 3

- b). Call Law Enforcement
Advise them of the type of call received and attempt to get a Case Number. Information about the call will only be released to Law Enforcement.
 - c). Call the BellSouth Annoyance Call Center (**780-2969**) when the Auto Attendant answers Press **7**, then **1** for additional instructions.
- 2). Before & After Normal Business Hours & Holidays
- a). Press the Call Trace Code ***57** Wait for the Automated Attendant to see if the call has been successfully traced.
 - b). Call Law Enforcement Advise hem of the type of call received and attempt to get a Case Number.
 - c). Law Enforcement can dial "0" to reach an operator to get further instructions.

If the customer does not have Call Tracing information, the Bomb threat information must be subpoenaed.

FOR EXTREME EMERGENCIES, LAW ENFORCEMENT CAN CALL (205) 321-3154.

B. Pagers and Cell Phones

- 1. Cell phones are assigned to supervisors and agents in the Office of Purchasing in order to provide timely communication and customer Service.
- 2. Assigned personnel are required to keep the cell phone with them at all times during normal work hours, times of emergency and the use of good judgment as situations may dictate. When a call is received, the employee is to respond to the pager or call as soon as the situation will allow.