

Veterans Services Center/VRC Telephone Protocol:

- Answer all phone calls as follows:

“Veterans Services Center, this is _____, how may I help you?”

“Veterans Resource Center, this is _____, how may I help you?”

- Be **pleasant, courteous, and professional** to callers at all times. You’re the first impression a caller receives when contacting our office.
- Inform any caller who has reached our office incorrectly of the mishap and offer to transfer them to the operator (or financial aid if this is the office they were looking for). Inform as follow:

“I am sorry, you have reached the Veterans Services Center/VRC, is it ok if I transfer you back to the operator” OR

“I am sorry, you have reached the Veterans Services Center/VRC, if you are looking for Financial Aid I can transfer you now to extension 4450.”

To transfer to Operator or Financial Aid:

Press “Trans/Conf” and then dial “0” for operator or X4450 for Financial Aid and then hang up.

- Don’t perform “blind transfers” without advising the caller first. A blind transfer is defined as an automatic release of a call to another telephone number.
- Always give callers the option of either leaving a message on Desiree/Jazmin’s voice mail or leaving a message with you. Some callers aren’t comfortable with using voice mail technology.

To Transfer to Desiree/Jazmin’s voicemail:

Press “Trans/Conf” and then dial “4417” and then hang up for Desiree.

Press “Trans/Conf” and then dial “4456” and then hang up for Jazmin.

NEVER GIVE OUT DESIREE/JAZMIN’S DIRECT LINE. If someone asks for it, inform them as follows:

“I am sorry, I am not authorized to release Desiree/Jazmin’s direct extension. I can transfer you to her voicemail. Would you like me to transfer you now?.”

To take a message, ask the following, note it, and email Desiree/Jazmin the following:

1. Caller's Name
2. Caller's Phone Number
3. What the phone call is regarding

Also note date and time of call and whether the caller was returning a call, would like Desiree/Jazmin to call them back, if the caller will call again, if the caller want's to see Desiree/Jazmin.

- Don't transfer calls to voice mail unless you confirm with the caller first. It is possible the caller has already been forwarded to voice mail already. It's frustrating to the caller to be automatically transferred back to voice mail again.
- If you must place a caller on HOLD always ask permission first. Circumstances may not allow the caller to hold and a statement such as "Veterans, HOLD" isn't courteous to the caller.
- When answering calls for Desiree/Jazmin or another co-worker, do NOT make statements such as "He/She isn't in the office yet" or "I don't know where He/She is". These statements give callers the impression that the employee isn't doing their job. Instead, ALWAYS state the following if Desiree/Jazmin can not answer the phone:

"Desiree/Jazmin is unavailable at the moment, would you like to leave a message or be transferred to her voicemail?"

If Desiree/Jazmin is in the office and a caller requests to speak with her, state the following:

"Is there something I can help you with?" AND/OR

"Let me check whether Desiree/Jazmin is available, one moment please."

When Desiree/Jazmin is on vacation, state the following:

"Desiree/Jazmin is on vacation this week, would you like to leave a message or be transferred to her voicemail so she can follow up with you when she returns?"