

# **311 PROCEDURES**

## **SOUND SETTINGS:**

**PC Settings:** Lower right volume should be set to Speakers/Headphones (Realtek® Audio)

Windows Settings-System-Sound should be set to:

**Output device:** Speakers/Headphones (Realtek® Audio)

**Input device:** Microphone (Logitech USB Headset)

**Five9 Settings:** Agent-Settings-Audio Devices:

Speakers (Logitech USB Headset)

Microphone (Logitech USB Headset)

**Five 9 Agent Desktop Plus should be set to GREEN-Ready (Voice, VM) at all times unless you have a CMC emergency call or need to leave the station for any reason. In those 2 cases: Set it to RED-Break so it will go to Tiffany's mobile phone. *(It would be a good idea to text her and let her know to expect calls when you need to do this.)***

**OPEN THE 311 AGENT page of Cordele's Website in a separate tab immediately after logging in. Many questions can be answered on this page. You can also perform a quick search of keywords within the website on the Search Bar on that page. Play around with that during down time so that you can see how it works. The 311 Agent page and the Search Bar are your BEST FRIENDS!**

## **COMMON CALLS AND RESOLUTIONS:**

- **"My toilet is backing up"**- Operator: Transfer to Public Works before 4pm our time, or call the on call Water Repair person after 4pm.
- **"My water is turned off and I paid my bill". Operator:** "Was it in danger of disconnect? If so, call Meter Control and ask if it was cut off. They will tell you if it was, or if there is a problem. If it was cut off for non-payment, see the following:
  - \*If the customer wants their water turned back on after hours, they need to understand that they will be charged a \$50.00 after hours fee if the payment wasn't received in time.
  - \*The customer will not know this until the next day when the office opens, so they need to agree to pay it before having it turned on.
- **"I need the phone number for Arby's."** Operator: Give it to them. They don't know how to use google or don't have internet. We can look up numbers for any business in any city/state.

- **“I need Joe Smith’s phone number”** Operator: We cannot give out residential numbers. Please call 411.
- **“My power is out”** – Give them the number for or transfer them to Crisp County Power
- **“I need the number for Crisp County Power”** – Find out if they need the BUSINESS OFFICE or if they need to report an outage. There are two different numbers. Both are on the 311 Agent page.

- **Often, people won’t know the name of the business, just the location.**

Ex: Caller: “I need the body shop on 7<sup>th</sup>”

311 Operator: “Okay, hold just a moment.”

***Two suggestions:***

1) Google: body shop 7<sup>th</sup> St cordele, ga , then ask if it’s Cochran they’re asking for.

2) Go to the 311 Agent Page on the City website and click on “Area Map” under “Quick Links”. There, you can type in just the street name and then zoom in to see the businesses on that street.

- **“There’s a red light on and/or an alarm going off at the lift station!”**  
Take down the information and then call the Water Treatment Plant. There are two numbers for them under the “ON CALL SCHEDULES” on the 311 Agent Page of Cordele’s website. Try the plant number first and if you don’t get anyone, call Teddy.
- **(During office hours) “I need to speak to the Utility Dept.”** – Is your call regarding billing or a leak or....? If they say it’s regarding their bill, transfer them to the **FINANCE DEPT.** If their call is regarding a leak, low water pressure, sewer back up, water not on, etc..transfer them to **PUBLIC WORKS.**

**ONLY IF THEIR CALL IS REGARDING WATER TREATMENT, will you transfer them to the UTILITY Dept. UTILITIES = WATER TREATMENT (The water treatment supervisor gets really cranky when we forward Public Works calls to her)**

- **“Why didn’t my garbage get picked up?”** All calls regarding trash pick up should be forwarded to Advance Disposal. During office hours, you can transfer them directly using the speed dial numbers. After hours, you will just give them the number for Advance Disposal and tell them to call them tomorrow. Information regarding the pick up of limbs and yard debris can be found on the Public Works FAQ page. Links to EACH DEPARTMENT’S FAQ PAGE is at the top of the 311 Agent Page.
- **“My neighbor’s yard is a mess!” or “There’s a vacant house next door that needs the grass cut.”** Forward calls like this to Code Enforcement (Lin Mercer or Jack Woods). Code Enforcement works out of the Community Development Department.
- **“I would like to rent the Clubhouse for a Family Reunion.”** Transfer all calls to Community Development/Rita Bass regarding rental of the Community Clubhouse. This is one of those random questions that can be easily answered by simply typing a keyword (such as “CLUBHOUSE”) into the search bar on the 311 Agent page, which will direct you to the [Community Development FAQ page.](#)

- **“Fo Sho Taxi”** – Sometimes callers won’t ask a question at all – they simply blurt out the name of a business that they’d like a number for. Fo Sho Taxi is one that is not listed online but their number is on the 311 Agent page (and we get quite a few calls for them).
- **“My wife just got out of the mental hospital and now she’s screaming and throwing everything out in the yard!”** Sadly, this was a real call. Transfer to the Police Dept/911.
- **Animal Control** works out of the Police Department. Transfer the calls to the PD. If after hours, try to determine whether the situation requires urgent attention, such as a vicious dog. If so, transfer to 911. If not, make detailed notes on caller’s page and disposition “Follow Up – Animal Control”. This will send an automatic email with all call information to Animal Control so that they can follow up during regular office hours.

**During regular office hours, the PD can be reached at Cordele Police Department. After hours, all police calls go thru 911.**

To Alert specific departments/employees after hours, send a detailed email with the caller’s complaint and contact information. A Department email directory can be found on the 311 Agent Page. During office hours, transfer call.

Remember, Cordele is located in the EASTERN Time Zone, which is one hour ahead of us. When communicating with your callers, speak to them as if you are right there. Keep an eye on the weather report for Cordele so that you can be prepared for an increase in the volume of calls.

### **311 EMAIL (Needs to be checked several times during each shift)**

Log in address: <https://sso.secureserver.net/?app=email&realm=pass&>

Login: [info@cityofcordele.net](mailto:info@cityofcordele.net) Password: Dispatch@311

**If you get stumped, you can always call Tiffany at 251-232-7665**