

Technical Bulletin

MedPlus Support Center – Phone & ACD Change

Issued: March 5, 2007

Summary

On March 3rd, MedPlus implemented a new phone system for our Mason office. We have switched over to a VOIP system for greater functionality.

Direct Dial: As a result all MedPlus, everyone at MedPlus have direct dial phone numbers instead of extensions. The Support Center numbers have all remained the same. Here are some key direct dial numbers:

Sean Howard – 513-204-2783

Brad Baldwin – 513-204-2637

Carolyn Loehle – 513-204-2651

Disaster Recover Plan: MedPlus is working to finalize a disaster recovery plan in the event the phone systems go down. In the interim, in the event of an extended phone system outage, calls will automatically be rerouted to the Regional Helpdesk Desks. An SOP will be developed with the RHD in the unlikely event this occurs. An SOP will be developed with the RHD in the unlikely event this occurs.

Voicemail Option: Callers have the option of leaving the Support Center a voicemail after 60 seconds of being on hold. This is down from 5 minutes under the old system. Calls will be returned within 1 hour.

Two Tier Call Queues: The Support Center has implemented a First and Second Tier system within the group. This allows the 1st Tier staff to focus on quick fixes while allowing the 2nd Tier staff to work on more complicated tickets. If a Call is at a complexity level that requires a Second Tier Analyst, the call may be transferred to the Second Tier queue.