

Stephens, Jesse

From: Stephens, Jesse
Sent: Friday, April 11, 2025 8:02 AM
To: Stephens, Jesse
Subject: Phone System Update

Dear Board of Trustees,

In the past month we have tested the phone system and performed updates. It was discovered that certain former employees contact information were on some of the recordings, and calls were not properly being routed to the after-hours answering service. An updated call-in menu has been created to route callers to the appropriate department and route emergency service calls to the correct on-call individuals. Once our IT services have been transitioned, we will be able to make further customizations to the call-in process. We will continue to refine this in the coming months if needed.



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