

What will a caller hear when the auto attendant answers?

The initial greeting will inform the caller that s/he has reached our non-emergency number and how to make more immediate communicator contact (press a button to be connected) in case of emergency. A greeting will also be provided in Spanish and to text telephones (TDD/TTY).

What numbers will the auto attendant answer?

The automated attendant will answer calls dialed to:
608-255-2345 PSC non-emergency line
608-266-4275 MPD non-emergency line
608-266-4948 DCS non-emergency line

Will callers dialing 9-1-1 reach a recording?

Not normally.

Will the auto attendant complete calls not related to public safety dispatch?

Generally not. In many cases, the auto attendant will provide a telephone number to the caller, repeat it, and offer to repeat it again. In other cases, the auto attendant will advise the caller to check a telephone directory. The PSC auto attendant will be interfaced with a City of Madison system so calls to the PSC system can flow into the Madison system without the caller dialing again.

How many calls will bypass a live communicator?

Early data suggests that 15-20% of telephone calls received on our non-emergency telephone numbers are handled completely by the auto attendant.