

To Whom it May Concern,

This morning at a Mt. Ascutney Hospital & Health Center Community Health Blueprint meeting, Shannon Bradley, RN, BSN, Nurse Case Manager for the Vermont Agency of Human Services and Vermont Chronic Care Initiative (VCCI) discussed the exorbitant wait times folks face when calling in to secure emergency housing. These wait times can be in excess of over 3 hours, which causes undue burden to people in already difficult situations. Staffing issues and limited capacity are real challenges, but there are technological options that can help respect people's time and dignity in these situations. I highly recommend looking into call back technology that allows a caller to leave their number, hold their place in line, and receive a call back. Please consider that some of the folks calling may use phones that have limited minutes, may need to borrow someone else's phone, or need to use a phone at a resource or service center. This technological upgrade would truly enhance the current approach.

The information below is for your reference and was taken from: <https://www.callcentrehelper.com/everything-you-need-to-know-about-call-back-technology-118.htm>

Call Back Technology

Call back technology is a strategic tool for contact centres – a weapon in beating the stereotype of lengthy contact centre waits. Rather than being kept on hold – consistently the biggest cause of dissatisfaction for callers – an automated call back system gives customers the option of hanging up and being contacted later in the day. Customers can hold their place in the queue without having to actually wait on the phone. The 'call back' will either be as soon as an agent is free or during an allotted timeframe later that day.

This technology helps contact centres level out peaks in calls during the day, provide a better quality of service for customers and use agents' time more effectively. Indeed, in research by the Future Foundation commissioned by Netcall, 97% of contact centre customers stated that more contact centres should offer call back technology. Furthermore, 93% of agents commented that this functionality made their job easier.

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Thank you for your consideration, and I appreciate this important topic being discussed.

Respectfully,

Amanda Jordan Smith