

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1993

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SENATE BILL 1190

Short Title: State Phone Systems.

(Public)

Sponsors: Senators Albertson; Jordan, Perdue, Parnell, Hunt, Martin of Guilford, Carpenter, and Smith.

Referred to: State Personnel and State Government.

May 20, 1993

A BILL TO BE ENTITLED

AN ACT TO REQUIRE THAT AUTOMATED PHONE SYSTEMS OPERATED BY STATE GOVERNMENT AGENCIES REDUCE THE NUMBER OF MENUS THAT CALLERS MUST GO THROUGH TO CONNECT TO A PERSON, AND ALLOW ACCESS TO SOME PERSON AT ANY TIME.

The General Assembly of North Carolina enacts:

Section 1. (a) Some telephone systems operated by State government agencies require callers to proceed through several menus to finally reach an individual extension. This can be intimidating to the caller. Additionally, many systems make it difficult to reach an attendant or operator at the agency. While automated telephone systems and voice mail can improve the efficiency of government, it cannot come at the expense of making the average caller unable to complete a call.

(b) State agency telephone systems routing calls to multiple extensions shall be reprogrammed by January 1, 1994, to minimize the number of menus that a caller must go through to reach the desired extension, and to allow the caller on the first menu to reach an attendant or operator.

Sec. 2. This act is effective upon ratification.