

From: Phelps, Annie L.

To: Burgis, David <Burgis_David@scdps.state.sc.us>

Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>

Date: 1/14/2002 8:02:56 PM

Subject: FW: Transfer of Calls to Call Center

Attachments: Madison, Sharon B..vcf

FYI

-----Original Message-----

From: Madison, Sharon B.

Sent: Friday, January 11, 2002 01:47 PM

To: Cason, Sandra G.

Cc: Phelps, Annie L.

Subject: Transfer of Calls to Call Center

Sandy, please advise your staff that if they need to transfer a customer's call to the Call Center, transfer on the 737-4000 line or an individual's line. Use the field line, 737-3990, only when transferring a DMV Field Office employee. This is very important so as not to tie up the field's queue and delay our field customers from getting through.

Sharon Burgess Madison, Manager
South Carolina Department of Public Safety
DMV Call Center
(803) 737-1779