

# HWS Information Technology Services Bulletin

**Number:** 2009-22

**Date:** June 1, 2009

**Title:** Help Desk phone access

**Description:**

The phone system processing all incoming Help Desk calls has delivered an inconsistent experience for callers.

In response to this feedback, IT Services has worked with the phone system vendor and has reconfigured the system to correct the issues as well as streamline the process.

Moving forward, when you call the Help Desk (ext. 4357 or 315-781-4357) you will no longer be greeted with a message to press "1" for a technician. Your call will be put through immediately to the next available technician. All calls are handled in the order in which they are received. If all technicians are busy you will be greeted with a hold message. If after 2 minutes a technician does not become available you will be prompted to leave a message and someone will call you back as soon as they become available. Our commitment is that you will receive a response within 4 business hours of your recorded message. If you have an emergency that cannot wait, please call the IT Services emergency on-call number, 315-719-3884.

The IT Services Help Desk is open per the Colleges Summer business hours Monday through Friday from 9 a.m. to 4:30 p.m.

**Estimated time impacted:** None.

**Contact:** If you have any questions or concerns, please contact IT Services at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call 315-781-HELP.

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**Type:**

Scheduled

**Category:**

Alert

**Distribution:**

hwsnetworkaccounts@hws.edu