



888-INFOCARE Fast Facts

How Resource Coordinators Make Calls, Use Extensions & Check Messages

1. Receiving a New Inquiry

- When an inquiry email comes in, the Care Champion enters the caller's information on an Inquiry Form (in the Forms section of CityServeXTeam.findhelp.com).
- This creates a Participant Profile, which the Care Champion flags as needing contact.
- The Profile is not yet assigned to a Resource Coordinator.

2. Checking For & Claiming Assignments

- Check the **CSX**/Fh platform often during your shift for unassigned, flagged Participants.
- Open the Profile and read the Navigation History to see if another RC already tried to make contact and whether it worked.

If contact was successful but not assigned:

Assign the Participant to that RC and notify both the RC and the Care Champion. Keep it flagged until the assigned RC or Care Champion removes the flag.

If contact was unsuccessful, or no one has tried yet:

Any available RC should reach out right away. Our voicemail tells Participants to expect a call back within 1 business day.

- Keep the Profile unassigned and flagged until an RC successfully makes contact.
- Log every call, email, or text attempt in the Navigation History.
- If an RC can't return a call within 1 business day, the Care Champion steps in to make that call.

3. Making an Outbound Call (Keeps Your Number Private)

Use this number to call a Participant without showing your personal phone number:

888-INFOCARE (463-6227)

1. Dial 888-463-6227.
2. As soon as the greeting starts, enter **99999**.
3. Enter the 10-digit number you are calling.
4. Your call connects. The recipient sees 888-463-6227 (no name is shown).





4. Giving a Participant Your Extension

- Only give your extension to a Participant you have already spoken with.
- When you give it, also tell them the days and hours you're available.
- Do NOT include your extension in a voicemail to someone who has only inquired and not yet spoken with you.

5. When Someone Calls Your Extension

Callers reach an extension by pressing 9, then the # key.

What the caller hears:

Correct extension → "Thank you. You are being transferred. One moment."

Incorrect extension → "Unfortunately, we did not find that extension," then the general greeting.

If you answer, greet them with:

"Hello. This is [Your First Name] with CityServeX (or [organization name]). How can I help you?"

- Unanswered transfer: caller hears a prompt to leave a name, number, and message.
- Declined/busy: caller hears your personal voicemail instead.

6. Checking Your Voicemail Messages

- Messages to your extension are emailed from Noreply@cityservex.org.
- Subject line shows "New Inquiry" plus the caller's phone number.
- The email includes the phone number, date/time, zip code, a written transcript, and a link to the recording.

Access recordings and voicemail history at:

commandcenter.cityservex.org

First time logging in? Use the password reset link on that page.

- You can only see voicemails for your own extension. Care Champions can see everyone's.
- A missed call with no message shows "N/A," so you can still see the number.

Remember:

Check your CSX email regularly during your shift so you never miss an extension voicemail.