Customer Dials 3-1-1

Call is transferred from 911 or other internal customer.

3-1-1 Contact Center Agent receives call.

Agent asks probing questions and makes referral.

Agent transfers call to City Department or makes referral to non-city agency.

Caller is transferred and issue is resolved at departmental level.

Call is resolved by 3-1-1 Agent using knowledge base or City-Wide Directory.

Agent asks questions, generates a service request, and provides "confirmation."

Department receives and processes request. Caller can track by phone or Internet

311 Contact Center Call Flow