

February 3,2016

## **Hotline Committee Conference Call**

**February 3. 2016 at 8:30 pm EST**

**Conference call # 605-562-3000, Access Code 1033270#**

**Committee member present on 2/03/16:** Paul S.,Brad B., Chuck R., Debb W., Linda S., Jim G.,Donna K.

### **1. Area code setup**

Donna K volunteered to check state by state for any new area codes that need to be set up in Ring Central.

### **2. Test calls to hotline numbers**

Test calls will be made to any local area using a number other than 855 to make sure #1-the number is functional #2-the calls are being routed to a volunteer. The committee members divided the areas as follows: Chuck R-Alabama-Georgia, Donna K-Hawaii-Maryland, Jim G-Massachusetts-New Jersey, Linda S-New Mexico-Rhode Island, Debb W-South Carolina- Wyoming .

### **3.Committee positions**

Chuck R agreed to take the position of Co-chair. Paul S will remain as Chair.

### **4-Call data analysis**

Paul S navigated through the December call data report with Debb W.An analysis of the reports will be done on a monthly basis to make sure there are no missed calls and identify any potential problems.

**NEXT MEETING: February 17,2015- 08:30 pm EST**

**Minutes submitted by Debb W**