

## IVR/IWR vs LIVE PERSON

Submitted by Deborah Preston, Marin

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In my court we have a perfectly adequate IVR and IWR, yet we continue to get a large number of people calling who want to speak to a "live" person. We have a very small staff and it's often difficult to accommodate all the phone calls.

Do any courts have their phones completely automated? Or do you have a voicemail box in which jurors can leave their phone number for a return call? Do some of you take live calls only a few hours a day?

1	Esperanza Esparza	Del Norte county takes live calls 8:00 a.m. to 5:00 p.m. We do have some automated information on our phone system that has cut back on the volume of calls but other than that our judges prefer to have the public helped by live person.
2	Debbie Cravea	Napa County is the same as Del Norte
3	Diana Gifford-Tuggle	Shasta - Our IVR system handles the reporting information from 5pm to 8am. We handle live calls from 8am to 5pm, and do rely on voice mail while we are handling jurors reporting for service
4	Diane Collins	Mendocino County has an IVR & IWR system. Jurors can postpone themselves one time using those options, but they cannot excuse themselves. I'm the only one in my office and phones are answered 8:30 to 4:00, excluding lunch. I have three lines and after that they get a busy signal. There is no option to leave a voicemail message
5	Joe Yniquez	Stanislaus has an IVR system but we handle transfer calls to speak with a clerk from 8:00-3:00
6	Cathi Scamara	San Luis Obispo: Jurors can postpone themselves but they cannot excuse themselves. We have two lines and after that the system puts them in a queue, after the queue gets full they get a busy signal. There is no option to leave a voicemail message. Phones are answered between 8:00am and 5:00pm
7	Lupe Castaneda	We do not have an IVR. We answer phone calls between 8:00 and 5:00.
8	Dolores Curiel	Merced has an IVR. All calls go to the IVR first, but can be transferred to a live operator during business hours. If a caller cannot reach a clerk, they are able to leave a message on voice mail.
9	Therese Phelps	Plumas has a voice mailbox for jurors to call in to.
10	Carol Sharek	Tehama County is the same as Del Norte. We have an automated system that takes messages after hours.
11	Sherry Spears	In Fresno jurors can reach a person by first pressing one to get into the automated system and then after giving the various options they are told they can press zero if it's an emergency for a serving juror and they need to speak to staff. We take calls 8-5 and have three staff (out of a total of 8) answering the phones.
12	Lynda Pierini	In Madera jurors can reach a person using the automated system by transferring in to a clerk. Serving jurors on a case are gave our direct number to call if they need to speak to staff. We take calls 8-5 and have two staff (out of a total of 3) answering the phones. If we are unavailable to answer the phone it will allow the caller to leave a voice mail message for a return call.