

IVR

Submitted by Bea Gin, San Joaquin County
August 31, 2010

We presently are using First Data Government Solutions to handle our IVR system for our jurors -

Which vendor are you using?

Have any problems with them?

How long have you been with them?

If our Business Manager have other questions, may he contact you? or who can we contact?

1	Sherry Spears	Which vendor are you using? ATI Have any problems with them? No How long have you been with them? We went live with IWR in February 2009 and with IVR in August 2009. If our Business Manager have other questions, may he contact you? or who can we contact? Yes – Sherry Spears (559) 457-1605
2	Lupe Castaneda	Santa Clara does not have IVR
3	Lynda Pierini	Madera Which vendor are you using? ATI Have any problems with them? NO How long have you been with them? Since APRIL/2007 If our Business Manager have other questions, may he contact you? or who can we contact? Lynda Pierini (559) 675-7731
4	Therese Phelps	Plumas does not have IVR.
5	Rose Hamblin	Kings County is working with ATI to implement both IVR/IWR with plans to go live October 12, 2010. The representatives from ATI, Kelly and Dave, have been extremely helpful and outstanding to work with.
6	Edwina Harper	Yolo w presently are using First Data Government Solutions to handle our IVR system for our jurors - Which vendor are you using? ATI Have any problems with them? NO How long have you been with them? JUNE 2006 If our Business Manager have other questions, may he contact you? or who can we contact? EDWINA HARPER
7	Keri Shane	In El Dorado County we use ATI. We have been with them for over 3 years. I have had no issues, and "if" any issues arise they handle them promptly.
8	Diana Gifford-Tuggle	Shasta Which vendor are you using? Official Payments Have any problems with them? We only have ten incoming lines and the system does get over loaded sometimes How long have you been with them? Approximately 15 years If our Business Manager have other questions, may he contact you? or who can we contact? Myself
9	Carol Sharek	Tehama does not have IVR.
10	Sabra Forbes	Which vendor are you using? ATI Have any problems with them? No How long have you been with them? Since 2006 If our Business Manager have other questions, may he contact you? or who can we contact? Either Sabra Forbes, Jury Mgr @ (707) 561-7901 or Adam Creiglow, IT Mgr @ (707) 207-7560.

11	Debbie Cravea	Napa We presently are using First Data Government Solutions to handle our IVR system for our jurors - Which vendor are you using? ATI Have any problems with them? No How long have you been with them? Since 2005
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