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Metro Automates Central Switchboard to Assist Customers 24/7

(March 24, 2005) Metro is expanding the operation of its central telephone switchboard by launching a new "auto attendant" feature.

Starting April 4th, callers to Metro's main number, (213) 922-6000, will reach an automated system that will provide them with a variety of choices. The system will connect them to Metro Information, Passenger Relations or to the Service Sector of their choice.

In addition, if the caller knows the name of the person they wish to reach, they can spell that person's name using the telephone keypad and the system will automatically connect them. The system will still connect callers with a live operator if necessary.

Because the switchboard was staffed previously by Customer Information Agents, it was open only about 8 hours on weekdays. Now it will be available at all times, giving customers an expanded resource for contacting Metro.

The agents who staffed the switchboard will handle customer information calls instead, improving service levels in Metro Information.

Automate your info here.

To help the new system reach you easily, be sure your personal verification is properly recorded. To do so, simply follow these instructions:

- First, login to your voice mail box.
- Dial 89.
- Dial 5.
- Say your first and last name, your 5-digit extension and possibly your department name.
- Press the # key to end the recording.
- Press 4 to return to the main mailbox menu.