

11 June 2001

JDTS-W (NSD) 01 TSCO 010

MEMORANDUM FOR TELECOMMUNICATIONS SERVICE CONTROL  
OFFICERS IN THE NATIONAL CAPITAL REGION

SUBJECT: New DTS-W Interactive Voice Response System

On Monday, 18 June 2001, Defense Telecommunications Service-Washington (DTS-W) will begin using a new Interactive Voice Response (IVR) system. The IVR system will connect customers to the most frequently called numbers in the DoD database. The IVR is an enhancement to the Call Attendant Operator System being utilized by Directory Services.

Beginning Monday, 18 June 2001, customers will dial the same number as always to reach a DoD Operator. The information below will help explain the functionality of the IVR.

1. The number to dial will not change for the user. If you dial "0" or "703-545-6700" your call will be routed to the IVR.
2. The initial greeting is followed with Option "1" to use the IVR or Option "0" to speak to an Operator.
3. The caller has the Option "0" available at anytime to be connected to an Operator.
4. The caller has Option "9" available at anytime to return to the main menu if an incorrect menu is chosen.
5. The IVR caller queue, if full, will overflow to the Operator queue to be answered.
6. If the caller does not make a selection from the menu, they will be connected to the Operator queue after approximately 10 seconds.

The IVR menu will make it easy to reach many frequently called numbers as follows. The Main Menu presented after the short Introduction to the IVR is:

- To reach the Office of the Secretary of Defense, press 1 now
- Department of the Army, press 2 now
- Department of the Navy, press 3 now
- Marine Corps, press 4 now
- Department of the Air Force, press 5 now
- Pentagon Information, press 6 now

- NCR Military PXs/BXs, press 7 now
- NCR Military Commissaries, press 8 now
- To repeat these options, press # now

The caller will make a selection from the menu, the number will be given verbally once and then automatically dialed for the caller. If the number dialed is busy, the message, **“That Number is busy, please try your call later,”** will be played for the caller.

The Chief Operator, Ms. Nikki Lott, and the Supervisor, Ms. Linda Potter-Bey along with the Defense Operators look forward to serving your needs throughout the coming years and hope you enjoy the new Inactive Voice Response (IVR) system.

We would like to hear from you, our customer, on what you think of the new IVR system. Please email comments to Ms. Jerri Lippert at [jerri.lippert@dtsw.army.mil](mailto:jerri.lippert@dtsw.army.mil). Please e-mail questions to Ms. Nikki Lott at [nikki.lott@dtsw.army.mil](mailto:nikki.lott@dtsw.army.mil).

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