

SERVICE UPDATE

Interactive Voice Response Phone System to Launch: Enhances Consistency and Efficiency

The Department is launching an Interactive Voice Response (IVR) phone system to provide excellent customer service by routing callers to the appropriate unit and providing information as quickly as possible. The system is expected to go live February 2017.*

The IVR phone system will enable identification and routing of calls to the Department’s citywide units located in Manhattan. Features will include:

- Customers can call the Agency’s main number ((212) 566-5000) to route themselves to the appropriate unit
- Customers who call participating units will hear a greeting with basic information before being connected to a team member
- Customers will be advised if there are long wait times
- Customers will hear a message if they call when the unit is closed or the Agency is closed for a holiday
- Customers will not be able to leave a voice mail for units

The IVR phone system will be implemented in the following units:

- Administrative Enforcement Unit (AEU) (212) 393-2405
- BIS Hotline (212) 393-2260
- Boilers Unit..... (212) 393-2661
- Customer Service (212) 393-2550
- Cranes and Derricks Unit..... (212) 393-2411
- Development HUB (212) 393-2850
- Electrical Enforcement Unit (212) 393-2417
- Elevators and Elevator Application Units (212) 393-2144/2555
- HUB Full-Service & HUB Self-Service (212) 393-2850
- HUB Inspections Unit..... (212) 393-2999/2993
- LAA/Permit Renewal & HUB Authentication Unit..... (212) 393-2406
- Licensing Unit (212) 393-2259
- Office of Internal Affairs and Discipline (212) 393-2900
- Plumbing Enforcement Unit..... (212) 393-2557

Phone service for all other units will continue to operate as it does today. For a full list of units and contact information, please visit our [website](#).

POST UNTIL: April 30, 2017

**Date is subject to change. Updates will be posted on the Department’s website.*