

## Call Center: Phone Tree

AgIT Operations

FAQ No. S1.1.53

### What changes have been made to the options on the Call Center phone tree?

In order to provide better support for evening IP Events, AgIT has made changes in the options on the Call Center phone tree. Please listen to the options available before selecting a number when calling AgIT.

#### Changed Options

- **Press 4** for other questions or IP Video questions during business hours.
- **Press 5** if you have problems with an evening IP video event.

**NOTE:** Option 5 will only be answered from ½ hour before the start of an evening IP event through the first hour of an evening IP video event. Do not use this option at other times. It goes to a special phone line.

#### Remaining Options

- **Press 1** for questions about Word, Excel, PowerPoint, Publisher, Outlook, FrontPage, or Adobe
- **Press 2** for questions about Extension Database, SAM, County Web Templates, Staff Development or other Ag School specific applications.
- **Press 3** if you would like to leave a message for AgIT

### Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.

Frequently Asked Questions

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