

Kiosk Phone Instructions

Overview:

Kiosk volunteers answer the Visitor Services main line, **503-986-1388**. This line receives callers who wish to reach the Legislative Branch, and those calling the State of Oregon in general. Callers with Legislative questions will request to be connected to a member, have a question about a bill, ask about the building (hours, parking, or reservations), or express an interest in Visitor Services programming (tours, exhibits, and special events). These calls can be resolved quickly, with volunteers answering questions and transferring internally. Other calls may need directed to another state agency. An FAQ page is included to assist.

Dialing Out:

External numbers: 7 + 1, then the number

internal numbers: 6, then the 4-digit extension


Transferring a Call:

- **To transfer internally:** hit the transfer button, dial 6, then the 4-digit extension, then select the transfer button again to complete the transfer.



Sometimes, it may be helpful to relay information to the person receiving the call before you connect them with the caller. To do so, hit the transfer button, dial 6 + the 4-digit extension, relay your message, then hit transfer again to connect the staff member with the caller. The caller will hear hold music until the second “transfer.”

- **To transfer a call directly to voicemail internally:** transfer button, ** (star twice) + 6 + extension, transfer button again
- If a caller is requesting an **external number, provide it without transferring.**


Placing a Caller on Hold

Push the  button. To end the hold, use the side menu to select the flashing line, and hit resume. While the line is on hold, you can place another call (6+extension) to contact a VS staff member for assistance.

Interpreter Requests:

The Capitol has a contract with a Targem Translations Inc. to assist callers and onsite visitors with limited English proficiency. **The number to reach an interpreter is 71-503-751-8189.** To assist a caller, select the conference call button to initiate a 3-way call , dial the # and follow prompts to secure an interpreter, then hit “conference” again to connect the caller. To assist a walk-in visitor, dial the number and place on speaker  so you can both hear the interpreter. Onsite training will be provided, and staff are always available to assist.

Checking voicemail:

To check Kiosk messages on any Cisco phone, hit the  icon. **Then hit # twice.** When you are prompted to enter the phone ID, enter 61388#. When prompted to enter the password, enter 9861388#. On the kiosk phone, 1388 is the primary line, so you can enter the password (9861388#) without first hitting # twice and entering ID.

Chronic and Abusive Callers:

If a caller is abusive, terminate the call and alert a staff member. Volunteers are not expected to stay on the line with abusive callers. If an abusive caller makes a threat, try to capture the caller’s phone number, and the threat made. Staff will relay this information to state police for follow up. The Kiosk occasionally receives chronic callers who are not abusive, but who are misusing the line. When you’ve exhausted trying to assist a caller, it is OK to say that you need to clear the line for others and need to terminate the call. Then alert a staff member.