

3-1-1 Script as of 1/15/2025

QUICK REPLIES FOR:

WHAT IS 3-1-1? 3-1-1 provides a way to get general information about city services and report problems and issues within the City of Cleveland.

AFTER HOURS: When city offices are closed, calls roll over to the 3-1-1 afterhours service regardless of if 3-1-1 was dialed or the full 10-digit number was dialed.

OVERFLOW DURING DAYTIME: When the City of Cleveland's 3-1-1 service has high call volume, the call will roll over to the after-hours service.

OPENING:

"Thank you for calling 3-1-1. This is _____. How may I help you?"

OPENING FOR CALL BACKS:

"This is your call back from 3-1-1. Thank you for your patience. This is _____. How may I help you?"

ASSESSMENT:

"Okay, you're looking for _____. I can check on that for you."

{Ask open-ended and close-ended questions to have an understanding of the situation and what taxonomies to search BEFORE collecting demographic & contact data.}

"Thank you for helping me to understand. I would be happy to help you."

"I will need to collect some information from you to accurately document your concern and search for additional information or direct it to the most appropriate department. Is that okay?"

"May I ask for your name and the proper spelling?"

"May I ask for your phone number in case someone needs to contact you?"

"May I ask for your address including the ZIP code?" OR "May I ask for the address of [the area of concern]?"

{If the caller does not know the ZIP, choose the city of Cleveland.}

SEARCH:

"Give me a moment to pull up some information for you."

{If necessary, use proper hold procedures.}

{Use Navigate to provide an appropriate level of information to the caller and/or for instructions on how to escalate the call.}

CALLER NEEDS INFO ONLY:

“I found some information that may [be helpful] OR [answer your question].”

{Provide an appropriate level of information to the caller. Answer any questions they have.}

{Record referral(s) in Navigate.}

“Would you like to write down any details I’ve shared?”

“Do you need a moment to grab a pen and paper? I can wait a moment while you get pen and paper. Just let me know when you are ready.”

CALL NEEDS TO BE ESCALATED:

“I am going to need to ask you a few questions to get this concern escalated to the appropriate party. Is that okay?”

{Use the Unpublished instructions in Navigate to gather needed information to relay to the On Call Staff.}

{Record referral(s) in Navigate.}

POST-REFERRAL:

“Is there anything else I can help you with today?”

{Answer any additional questions.}

CLOSE

“Thank you for calling 3-1-1. If the information we discussed does not work out, please call back during normal business hours the next business day Monday through Friday. Have a good day. Good-bye, take care.”