



North Valley Animal Disaster Group Standard Operating Guidelines

Title: RING CENTRAL

Objective: To assure that callers are receiving accurate timely information

Description:

Ring Central is our Voice Over internet Provider (VOIP) that encompasses the NVADG Hotline number of 530-895-0000. The service offers a Virtual Attendant with several options to callers.

- It is imperative that we offer accurate, timely information.
- During an incident the greeting and/or options may have to be changed.
- Multiple Hotline Operators are possible.
- Sign-in information and Passwords will be strictly confidential.

Refer to the Hotline SOG for additional information.

Related Documents Attached: n/a

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