



## Legislation Details (With Text)

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**File #:** 190356      **Version:** 2      **Name:**  
**Type:** Presentation      **Status:** To Be Discussed  
**File created:** 8/8/2019      **In control:** Community Relations Committee  
**On agenda:**      **Final action:**  
**Title:** Customer Service Policy  
The Committee recommended a 60-day trial of a new automated answering service for the Village of Lombard. The Committee will review statistics from the 60-day trial and will consider staff recommendation to continue the use of the service.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 190356\_Customer Service Policy Packet 2019.pdf, 2. 190356\_Auto Attendant Memo CR Committee.pdf, 3. 190356.CR Committee Memo - Auto Attendant Results Jan. 2020.pdf

Date	Ver.	Action By	Action	Result
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### Customer Service Policy

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