

6242

Sponsor(s): Senators Fairley, Patterson, Kohl-Welles, Shin, McAuliffe, Eide and B. Sheldon

Brief Description: Requiring major state agencies to have the ability to reach a departmental employee as an automated telephone answering system option.

**SB 6242 - DIGEST**

Finds that, although many state agencies use automated telephone answering for cost savings and efficiency, there are times when a person needs to have the telephone answered by a live department employee. Washington citizens, businesses, visitors, and legislators become frustrated in their attempts to obtain information when they call a major agency and are trapped in a voice mail loop.

Declares an intent that major state agencies have, as an immediate voice mail option, a minimum of two public telephone main access lines that are staffed by live department employees who are trained to answer basic inquiries or to otherwise direct the caller to someone who can assist them.