

# POCC Observation Form

To schedule your one hour POCC observation, call the POCC Supervisor @ 647-0662 and add the appointment to your Google calendar.

## FAST FACTS ABOUT THE CALL CENTER

1. POCC is the communications hub of Facilities and Operations..
2. POCC is the front line of communications with all campus departments.
3. POCC is a 24/7/365 operation for urgent maintenance issues.
4. POCC by the numbers for fiscal year 2016:
  - 75,894 incoming phone calls
  - 85% of the calls were answered within 30 seconds
  - 65,497 work orders were created by POCC
  - 20,260 work requests were submitted online

**BEST PRACTICE** - success between POCC and the field requires 4 key behaviors

1. Provide accurate and detailed information
2. Provide timely updates
3. Make sure your phase status has been updated accordingly and notes provided.
4. Understand that non-urgent work requests can be submitted online in order to not tie up phone lines and possibly delay urgent requests.

## Visit summary

*Please complete the following and send a copy to Plant Academy (see address below) for credit. Use the back to complete the questions below if necessary.*

- 1) What did you observe or learn that you did not know before?
- 2) What is the importance of entering notes on the Work Order?
- 3) List the take-aways that you will use in the future?
- 4) Was there something you wanted to learn about and did not?
- 5) What could be changed in the future to better serve others?
- 6) Would this experience be helpful to others? If yes, please explain your thoughts.

**Sign here** \_\_\_\_\_

Print Name \_\_\_\_\_

Department \_\_\_\_\_ Phone Number \_\_\_\_\_

Send/Scan to: **Plant Academy**  
1111 Kipke Dr., Room 1050  
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(734) 615-2213 fax  
[balhoff@umich.edu](mailto:balhoff@umich.edu)

Initials of POCC Rep \_\_\_\_\_  
POCC Rep Name \_\_\_\_\_  
Date \_\_\_\_\_