

ALL incoming calls from clients go through our Dispatch system to be qualified and an SO created by a Dispatcher.

Brief Description of Support Area	Responsible Support Staff in order to receive call
IBM i/Power Systems Problem	Chuck, Sam, Steve
IBM i/Power Systems Problem eVault issue	Steve, Sam, Chuck
Assessors Real Estate (includes BPTC)	Jody, Deb, Joel, Sam
Auditors Accounting AP - Claims and Month End	Erika, Linda, Rollie, Alison
Auditors Accounting Budgets, Accrual	Erika, Linda, Steve, Alison
Auditors Base Real Estate, TIF	Deb, Jody, Linda, Joel, Sam
Auditors Drainage Accounting	Erika, Linda, Rollie, Alison
Auditors Drainage Real Estate	Deb, Jody, Sam, Chuck
Auditors Fixed Assets	Erika, Linda, Rollie, Alison
Auditors Grain Tax Receipt, Utility Taxes	Deb, Jody, Linda, Sam, Joel
Auditors Payroll, IPERS, W2s, 1099's support	Erika, Linda, Rollie
Billing issues (any)	Alaire, Max, Greg
City Program AP	Erika, Linda, Rollie, Alison
City Program Budget	Erika, Linda, Steve, Rollie, Alison
City Program Payroll	Erika, Linda, Rollie
Claims by Department	Linda, Erika, Rollie, Alison
CLRIS	Alison, Deb
Connectivity Problem	Adam, TJ, Alex, Tom, Mike, Chuck
CSN Import	Erika, Alison, Linda, Rollie
Datto	Josh, Dalton, Tom, Adam
Documentation	ALL
Document Locator	Jody, Josh, Becky, Alison, Sam, Alex, Brigitte
Email Problem	Dalton, Adam, TJ, Alex, Tom, Mike, Chuck
Engineers DOT Accounting	Linda, Rollie
Engineers DOT Payroll	Linda, Rollie
Engineers Equipment / Road Costing	Linda, Rollie
Engineers Parts and Materials	Linda, Rollie
Exchange Hosting Mail Filter Billing	Alaire, Max, Greg
Imaging	Jody, Josh, Becky, Alison, Deb, Linda, Erika
Iowa Land Records	Alison, Deb
Kofax	Josh, Becky, Alison, Alex, Deb, Linda
Managed Services	Josh, Adam, Bola, Mandy
Manuals Billing	Alaire, Max, Greg
Meetings or Classes Billings	Alaire, Max, Greg
On Demand	Linda, Becky, Alison, Chuck, Deb, Erika
PC Problem	Dalton, Adam, TJ, Alex, Tom, Mike, Chuck
Printer Problem	Dalton, Adam, TJ, Alex, Tom, Mike, Chuck
Query	Linda, Deb, Erika, Chuck
Real Estate File Transfers	Sam, Joel, Alex,
Recorder Accounts Receivable	Jody, Deb, Alison
Recorder Boat/Snow/ ATV	Jody, Deb, Alison
Recorders Esubmission	Jody, Deb, Alison
Recorder Instrument Indexing	Jody, Deb, Alison
Recorder Vital Statistics	Jody, Deb, Alison
Remote Backup Billing	Alaire, Max
Research	ALL
Sales	Shanae, Greg, Max
Server Problem	Mike, Tom, Alex, Adam, TJ, Chuck
Service Order Billings	Alaire, Max
Technical Dispatch	Mandy, Brigitte, Max
Testing	ALL
Training Client	ALL
Treasurer Accounting (G/L) and (M/E)	Linda, Erika, Rollie, Alison, Chuck
Treasurer Apportionment	Linda, Joel, Chuck
Treasurer Banking and Investments	Linda, Rollie, Chuck
Treasurer Excise Tax	Linda, Chuck
Treasurer Iowa Access	Linda, Joel, Chuck
Treasurer Mobile Homes	Linda, Chuck
Treasurer Tax Receipting	Linda, Chuck
Treasurer Tax Sale	Linda, Chuck
Treasurer 1099's Support	Linda, Erika, Rollie
Vendor Calls	Shanae, Greg, Max
W2's and 1099's (Billing questions only)	Alaire