

# Newsletter

**THE**  
**FACILITATOR**  
The Newsletter for facility management professionals

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## Mark Your Calendar

**May 18, 2004**  
Tour of Kansas  
Speedway

**June 3, 2004**  
Annual Golf Outing  
Painted Hills Golf  
Course

**July 20, 2004**  
So You Want to  
Build a Building  
Christ Community  
Church

## Technology Comes to KC IFMA

Once more the ugly head of technology reaches out and grabs us. This month's newsletter will be the last one provided in print. The July Facilitator will be provided on line at our website only. There will be an e-mail message sent to all when the latest Facilitator is loaded. It will then be up to each of you to check our website to read the newsletter. If you do not have an e-mail address or we do not have your e-mail address, please contact Newsletter Editor, Linda DeTienne, at NCRI - National Catastrophe Restoration, Inc., (913) 663-4111, or email her at [detienne@ncricat.com](mailto:detienne@ncricat.com) to make arrangements for receiving the Facilitator.

Why did we make this decision to go electronic rather than continuing in print? Over the years we have been extremely lucky to have a significant portion of the costs to provide a newsletter donated to us. Even with the donations, a sig of our operating budget was being utilized to provide the newsletter. By utilizing our web we save significant funds and not have to rely on the generosity of our member organization monthly Facilitator.

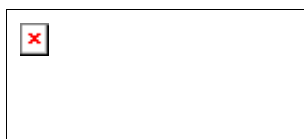
An additional advantage is we are no longer limited to the size and number of articles we can provide. And the ability to provide more and clearer digital pictures can offer some great communication opportunities. We sincerely feel that this will be a much better document which we can have in our possession in a much more timely manner. After trying it out, we hope you agree with us and any suggestions or concerns let either Linda or myself know.

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Richard Bond  
Chapter  
President



**Hello...**  
**Hello is there anyone out there?**

*by John Harter  
Facilities Supervisor  
Sony Electronics Inc.  
WRPC, Kansas City, Mo.*

Hey Sarah, this is Andy Taylor down at the jail, could you ring Aunt Bea for me please?

Communication systems have come a long ways since Mayberry RFD and Petticoat Jun there is voice over IP, DNIS, DID, Supertrunks, Smart trunks and the list goes on and on systems and network connections continue to develop and change daily. Is your compar edge? Have you thought about how you will be communicating next week, next year, or decade?

There are many pieces to the communication puzzle that are important to consider. Is yc involved in call center operations? Do you have ACD (automatic call distribution) applica company? Are you handling large volumes of calls that require an automated answering you need a real person to answer your phone?

The choices for trunks or feeder cables that supply incoming calls and dial tone for your are many. There are both fiber and copper available to most major metropolitan busines to bring in caller ID, you will need special types of trunks that carry this information. Man applications can reap benefits from this service. It may allow the use of screen pops on t that could have your caller's account information in front of your service representative w up the call. This can save time and increase productivity for your call center. Some facilit Video Conferencing equipment that will require a different type of high-speed trunk. If yo Internet user, you will probably want to look into some dedicated specialty trunks just for connections.

Many larger facilities are opting for the use of DID's. DID stands for direct inward dialing. each person a direct phone number so your customers can dial your people without havi through a switchboard or auto-attendant. A company can purchase blocks of phone num local phone company at a nominal fee. This may be a great option for a company that h service where reps are responsible for specific accounts.

Auto-attendants can remove the need for an operator in some businesses. There are ma available for the use of these. If you use an auto attendant, what options will be presente callers? Remember to keep your menus short. Give two or three options to allow the per the next option menus. This allows the caller to drill down to the specific reason for their hopefully find the correct person they need to talk to.

Is your facility ready for all this phone equipment? Your premise cabling should be updat speed wiring if it is not already. Many facilities will use Cat 5 cable for this purpose. Cat 5 twisted pairs that will give you the ability to have up to four different phone lines at a wor one cable. This would allow a digital phone, an analog phone (fax), a dedicated Internet have a spare for future use. It is very important that all wiring is neatly run and well label allow for service or changes to be done quickly down the road.

During the time of installation, it will be necessary to hold some training on the use of yo system. This can range from short half-hour classes for basic users to very intense day c weeklong classes for the people responsible for the upkeep and changes to your system

This is just the tip of the iceberg in the communications world. With proper planning the i your new phone system can be relatively pain-free. Be sure to enlist the help of experts ; questions. The system sales people and installers should know your business almost as before they begin. Be sure that all agreements are in writing and that everyone knows th expectations.

## June Program Preview

Don't forget

Thursday, June 22, 2000  
Painted Hills Golf Club  
7101 Parallel, Kansas City, KS  
Check in is 11:30 a.m with a shotgun start at 1 p.m.



## May Review of Kauffman Stadium Tour



Entering the Royals Administrative Offices.

Take us out to the Ballpark!  
IFMA members and guests had a Royal treat at the r  
Kauffman Stadium! Judy Vanmeter of the Royals and  
Rouchka, the Knoll Textiles rep, began our tour at the  
Crown Club. Carrie, formerly an interior designer with  
designed this beautiful upscale restaurant. The Crow  
season ticket holders and offers incredible stadium s  
home plate. These ticket holders are actually closer t  
than the pitcher - what a great place to watch the gar

We then went to the new dugout suites. There are a  
suites, two at first base and two at third base. The su  
25 people and again, offer an excellent view of the fie  
your party early for the dugout suites, they're already  
season!



The group tours renovated seating area.

We also had the opportunity to see the Visitors' team  
Judy explained that it is one of the nicest in the leagu  
opposing teams enjoy coming to Kansas City for this  
mention the barbeque meals they always request! C  
also pointed out the new Pavillion areas in the outfiel  
party areas for 75-100 people and are reasonable in  
proceeded to the Press Box. Carrie informed us that  
relocated soon so the Royals can renovate the space  
suites. Anybody interested?! Our tour concluded at th  
Club for lunch. Many thanks to Judy and Carrie for al  
see the private Kauffman Stadium spaces. GO ROY/



Beautiful Kauffman Stadium

## Quick Pix



IFMA members convert to Sportscasters in the Press Box.

The view from the Press Box is magnificent!



Who is next at bat?



Group tours visiting team locker room.

Scene from Jerry McGuire? No, it's the Royals!



Group to Stad

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