



CHIEF FINANCIAL OFFICER  
**JEFF ATWATER**  
STATE OF FLORIDA

March 4, 2015

IN REPLY REFER TO:  
DFSBP 15-01

TO: Agencies Addressed

FROM: John Bennett, Chief  
Bureau of State Payrolls

SUBJECT: **New Automatic Call Distribution (ACD) Telephone System**

In March 2015, the Bureau of State Payrolls (BOSP) will implement an ACD Telephone System for customers that call BOSP's main telephone number. The new system will automatically distribute phone calls via menu options to specific BOSP employees who are capable of providing assistance. This new system will help us better serve our customers and track the types of calls that we receive. We plan to implement the new system in phases beginning in March 2015 and anticipate completion by June 2015.

We recommend that your payroll and personnel staff call our main telephone number anytime they have a payroll question or need assistance. Our main telephone number is (850) 413-5513.

JB:kl