

# Shelter Operations Voicemail Transcriber Training



# WHAT IS THE SHELTER VM TRANSCRIBER ROLE?

- You will be listening to voicemails left for the Customer Service team at the shelter and recording them in an Excel spreadsheet.
- A computer or tablet with Microsoft Office installed.
- Once you have completed the Excel form, you will e-mail it to our team at [customerservice@humanecharlotte.org](mailto:customerservice@humanecharlotte.org)

# WHAT DO PEOPLE CALL ABOUT?

- **Adoption**-inquiring about our adoptions, animals available, pricing
- **Post-Adoption**-recently adopted, has questions about the animal, medical records, history
- **Rehoming**-owner looking to rehome/surrender their pet
- **Lost/Found/Stray** animals
- **Spay/Neuter** – whether to schedule, questions about the process, or calling post operation requesting a recheck.
- **Vaccine Clinic**- whether to schedule, ask what we offer and pricing, new pet- what are next best steps?
- **Reschedule** - Reschedule for spay/neuter, vaccine appointment, or adoption appointment
- **Pet Records** – This may be a message from the owner themselves or a veterinary hospital.
- **Donations**-call may be in reference to monetary donations, updating donor info, in-kind donations (pet supplies).
- **Pet Help**- veterinary services, euthanasia, financial assistance, pet food bank, behavior help
- **Community cats**-trap/neuter/return, questions about outdoor cats
- **Volunteering/Fostering**
- **Youth/Education Programs**

# HOW TO ACCESS VOICEMAIL BOXES

## Log In

Website: <https://outlook.office.com>

Email Log in: [voicemail@humanecharlotte.org](mailto:voicemail@humanecharlotte.org)

Password: Xuf51235

## Access

Once you're logged into the voicemail inbox click on each email voicemail to listen to message. Please delete email once you've listened to voicemail and logged it into excel sheet.

## Follow

Once completed email excel sheet to:  
[customerservice@humanecharlotte.org](mailto:customerservice@humanecharlotte.org)

# HOW TO TRANSCRIBE VOICEMAILS

- Access the “Shelter Operations Call Log” Excel spreadsheet
- Enter into the spreadsheet:
  - The date the voicemail was left
  - The name of the person who called
  - Their callback phone number
  - The nature of their inquiry
  - Any notes you think are relevant to the call
- Once you have completed the Excel, Save As “Call Log <Date> <Initials>”. Initials are your own and will help us to follow-up with you in case we have any questions.
- E-mail to [customerservice@humanecharlotte.org](mailto:customerservice@humanecharlotte.org)

Thank you so much for your time!

humane  
society  
of charlotte

