

# The Power of Auto Attendant

## How 'OTTO' Saved My Department



HARD ROCK  
CASINO & HOTELS

TULSA | MAR 30 – APR 02

# Introductions



## TAMMY NEAL

Senior Consultant, TMA Systems

Seasoned Senior Consultant with 17 years of experience at TMA Systems focusing on WebTMA implementation and optimizing workflows.



## MILLICENT (MEL) DAVIDSON

Administrative Services Supervisor  
University of Missouri

Past experience:

- Director of Facilities, Lutheran Senior Services
- Facilities & Construction Coordinator, Sentara Norfolk General Hospital
- Director of Maintenance, Franciscan Sisters of Mary & SSM



# Agenda

Campus Details	5
Before OTTO (BO)	6
Enter OTTO	7
Operational Impact	12
Demo	16





# Campus Details

Year founded

**1839**

Buildings managed

**1,250**

(in five zones)



Square footage maintained

**7,116,753 sq ft**

(equivalent to 2 Pentagons or 85 Titanics)

Repair centers

**11**

Maintenance, Construction, Landscaping, Energy Management, Custodial, & Athletics Various divisions of Planning, Design, Construction of Projects

Shops

**23**

Trades

**85**

Supervisors

**76**

Total techs using TMA

**510**

Work control team

**3**

# Before OTTO (B.O.) – It stunk!

## The breaking point:

- 2024 - Work order volume ballooned from 38k to 61k
- 3-person work control team handled everything
- Received 100-200 work requests every Monday (long weekends and move ins up to 500-800)
- 3-to-7-day backlog before technicians could begin work



# Before OTTO (B.O.)

## The human impact:

- Dread of Mondays and post-holiday returns
- Inbox stuck above 500 for weeks
- Even with all-hands-on-deck we still could not catch up
- Requests were submitted twice to three times due to the delays
- Extreme stress on customer service



# Enter 'OTTO': Auto Attendant

Purchased WebTMA and Auto Attendant in 2024

Went live June 2025

- Reimagined the workflow with:
  - Auto Attendant
  - Service Request Portals
  - Zones
  - Dashboards





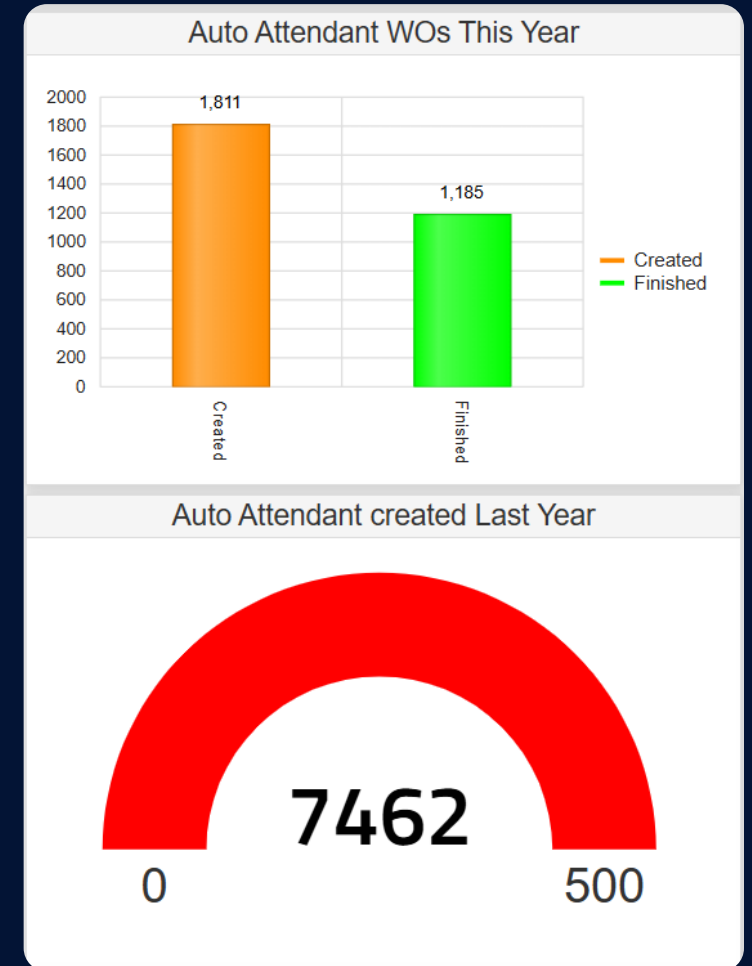
# 'OTTO' (Auto Attendant): How it works

- Automatically accepts work requests
- Routes to the correct trade/technicians based on the design
- Supports zone-based scheduling based off location and trade
- Works 24/7/365 – no sick days, no PTO
- Customizable configuration by repair center and time of day



# 'OTTO' (Auto Attendant): What changed overnight?

- Most Monday backlog eliminated
  - Only 30-60 work orders require manual routing (special requests)
- Technicians receive work orders immediately
- Work control tweaks work orders instead of building them from scratch
- Dashboards monitor all activity and flag billable and high priority work for the team to review/alert technicians via radio
- To date, 'OTTO' has handled nearly 10,000 work orders for the team since June 2025.





# What does the team think of 'OTTO'?

“Ever since we started using WebTMA with our dear friend 'OTTO' it has helped us so much in customer service.”

“It has cut down on our workload, and it allows our maintenance technicians to get their work orders much faster than having to wait on us to enter every single work order request that comes into our customer service center.”

“We are some what working in reverse order with the help of 'OTTO'. In stead of us having to create each work order from scratch, we just do a little tweaking on the back end after 'OTTO' has created the work order for us.”

“It has cut down on our stress levels of having to always be in a rush to get work orders issued so our technicians can have their work orders in a timely manner. In the past we would dread coming to work on a Monday after the weekend or even after a long holiday weekend as we knew there was going to be 100s or more work orders that we would need to create and get called out.”

“Now we can come in stress free on a Monday morning as we know 'OTTO' has taken care of getting most of the work orders issued and we would just have to tweak them or only create a few that 'OTTO' wasn't able to create.”

“'OTTO' has been a real blessing for our customer service department and I'm so thankful that 'OTTO' is part of our team!”



# What does the team think of 'OTTO'?



**The team enlisted a cardboard George Clooney to bring “Otto” to life.**



# The ROI That Saved My Department

- Cost equivalent of an employee paycheck
- Would have required 1.5 FTE's to perform the work of 'OTTO'
- Tight budget solution
- Saved entire department from burnout
- Best ROI investment made EVER



# Operational Impact

- Immediate routing without dispatcher delays
- Customizable request portals and dashboards provide guard rails for areas like commercial dining
- Fewer walk ups and call ins
- Faster service for urgent departments
- Requestors no longer submit duplicate requests from backlog delays



# KPIs

- Nearly 10,000 total work orders auto-created by ‘Otto’
- Majority routed without human touch
- Reduced backlog from hundreds to manageable levels
- Faster technician response times
- Improved workload distribution

# Keys to Success

- Thoughtful requestor portal design
- Strong task list design (priorities, trades)
- Have options for tasks that are not published for requestors (used internally)
- Have clear routing parameters
- Carefully configure zone design
- Align automation with operational structure
- Create dashboards to monitor activity (nothing slips through the cracks)

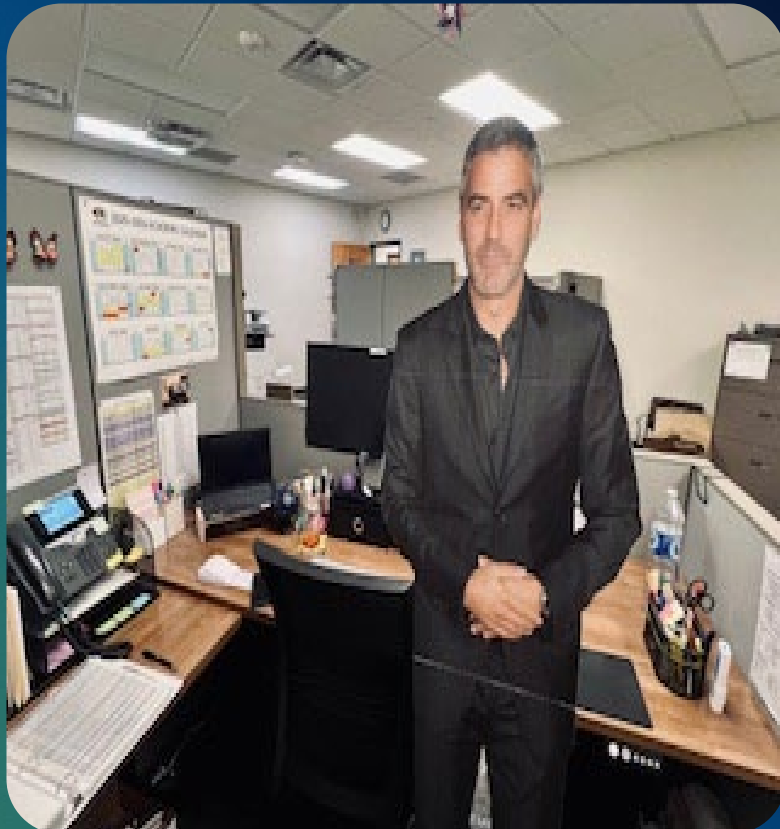




# Demo of Missouri's Configuration

# OTTO – ‘putting’ in the work!

Here he is around the office as part of our Award Winning Customer Service team!



Q&A

Thank you





ORIGINAL SLIDES FOR REFERENCE