



# Human Resources Call Center



THE UNIVERSITY OF  
**TENNESSEE**  
KNOXVILLE

# HR Call Center

- 888-946-8847
- 865-946-8847 (local area)
- Hours: Monday – Friday
  - 8:00 a.m. until 6:00 p.m. (ET)
- Serve all UT employees - Statewide

# HR Call Center

- Two Full-time Staff Members
- Eleven Part-time Staff Members
  - Within HR
  - Serve as back-up during peak call hours or during special events (insurance enrollment periods, etc.)

# HR Call Center

- Average Number of Calls/Day: 87
- Total Calls During 2014: 18,160
- Reason For Calls:
  - Employment Verifications (#1 each quarter)
  - Retirement
  - Insurance
- Most Calls Are From The Knoxville Area

# HR Call Center

- Name and Address Changes
- Beneficiary Information and Updates:
  - UT Death Benefit
  - Retirement
  - Life Insurance
- Fee Waivers and Tuition Discount Forms
- Retirement and Deferred Compensation

# HR Call Center

- Questions and Answers
- 888-444-UTHR (8847)
- 865-946-UTHR (8847)