

U N I V E R S I T Y of
HOUSTON

FACILITIES/CONSTRUCTION MANAGEMENT

“Revolutionizing Customer Service”

May 2022

Staff Council

4 Ways to FIXIT

UNIVERSITY of
HOUSTON
FACILITIES/CONSTRUCTION MANAGEMENT

1



Log online to AccessUH and find the **FIXIT icon**

2



Send a text message to **fixit@uh.edu**

3



Send an email message to **fixit@uh.edu**

4



Call **713-743-4948** or **3-4948 (FIXIT)** on campus

FIXIT Frontline

Dedicated staff on campus that respond to customers within 24 hours (not inclusive of weekends and holidays) of a work order being entered.)

- On site triage to ensure correct routing
- Central point of contact for customer interaction and any follow-up
- Easily recognizable carts that move around campus
- UH employees

FIXIT @ the door in 24



Call Center Operations



- Partnership with [WorkQuest](#) and [The Lighthouse of Houston](#)
- The Lighthouse of Houston is a nonprofit education and service center committed to assisting blind and low-vision people to live independently
- UH FIXIT Call Center is staffed by blind and low-vision operators with 24/7 availability
- The operators use adaptive software developed for computer users whose vision loss prevents them from seeing screen content or navigating with a mouse
- Participating in the City of Houston, Mayor Sylvester Turner goal to ensure everyone has an opportunity to succeed

“There is life after blindness – it’s not the end of the world...it’s an entirely different world.” Craig Tallent, call center operator and Supervisor, The Lighthouse of Houston

<https://stories.uh.edu/2021-fixit-call-center/index.html>

FIXIT @ the door in 24

Service Request/Work Order Customer Cycle



FIXIT @ the door in 24



Questions?

