

# How Do I Use AUTOMATIC CALLBACK?



Press 1 for Automatic  
Callback from OTS...

I'm calling in reference  
to ticket number...



1. Call the **OTS Service Desk** at 225.219.6900 or 844.219.6900.
2. If there are other callers waiting for services, you will have the option to **choose Automatic Callback**.
3. Once you **select Automatic Callback**, the system will repeat your telephone number and ask if you would like to be called back at that number (press 1) or another number (press 2; enter new number).
4. Upon confirmation of callback number, the system will prompt you to leave a message at the tone and will send a beep tone. You can either **leave a message for the Service Desk and press "#"** or chose to not leave a message and press "#."
5. Hang up and **keep your phone close**. The system will connect you with the first-available tech as soon as possible from 225.412.9770.

  
Don't wait. Save your place.

## Quick Tip for Even Faster Service:

If you already have a ticket number, be sure to have it handy for the technician to reference.

*Thank you from the OTS Staff!*

