

Frequently Asked Questions

Employer Solutions Interactive Voice Response (IVR) – 2020 updates

Q: What are the updates to the Employer Solutions IVR?

A: Menu options have been added and updated to the Employer Solutions drug testing customer service phone number, 1.800.877.7484, to help provide greater education to our clients on the availability of self-service options. Options include paths to online resources including Quest Integration Solutions (QIS), Employer Solutions Portal (ESP), and SmartWorks. Additionally, new prompts to email and fax our supplies team are now main menu options.

Q: What if a person who has to take a drug test (donor) as requested by their employer needs information or wants to ask questions about what to expect at a drug test collection?

A: In addition to the education about self-service options, menu items have been added to educate donors about how to follow up on their drug test results status (option 2). This new, donor-specific menu will help lead callers to resources and help to eliminate any potential to release sensitive information about the employer-ordered drug test.

Q: Why have we made these updates?

A: Our new self-service options and the improved hierarchy of the menu items are aimed to help increase the use of our robust website, email, fax, and IVR tools. When empowered with this information, our callers will be able to tap into these resources quickly, 24 hours a day and 7 days a week.

Q: How will our internal and external clients be informed of these updates?

A: We are partnering to communicate these changes internally through employee communications and externally through our [blog](#) and social media channels in June 2020.

Q: How will these updates impact calls from donors or individuals requesting only general information?

A: Donors and prospective employees can have their general questions answered by pressing option 2. Our supply team also has a dedicated option in the main menu, along with access to a general FAQ to answer typical questions related to ordering drug testing supplies.

Q: Is there an IVR option for clients calling to check results reporting statuses that will connect directly to a live representative?

A: There are several IVR options available that will “default” a caller to a live representative including:

- Press option 4 for the “existing account menu” and then press option 1 for “specimen status.”
- Bypasses the “donor” option in the main menu, choose option 2 and then press option 2 for “any other concerns.”
- Press option 4 for the “existing account menu” and then press option 4 for “all other inquiries.”

Q: How has the IVR been updated to reduce donor and job seeker calls?

A: Our updated IVR menu options provide specific verbiage to educate a caller on the most effective way to check results reporting status. Additionally, the same menu path where donors can learn what to expect at a drug test can help callers inquiring about employment opportunities with Quest Diagnostics.

Q: What changes can callers expect for supplies?

A: The supplies menu options are now featured in the main menu of our customer service phone number. This allows callers to access information on how to get drug testing supplies, frequently asked questions about supplies, and a path to chat with a supplies team representative. The updates include new options to help callers access self-service tools on our website, via email or fax.

Q: What positive impacts can we expect from our IVR updates?

A: The use of self-service web, email, fax, and automated IVR options will help drive multiple options outside of our live customer service representatives. Our customer service team is built to help in any inquiry and will continue to do so. However, our new menu paths were created to streamline callers’ experiences with more options, less clutter, less confusion, and more direct access.