

Dial 411
Profitable Solutions

Switchboard Operator

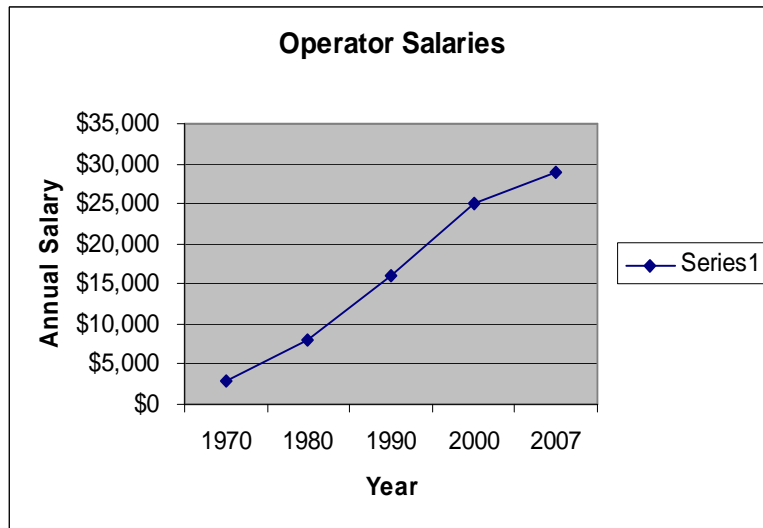


Solutions

**Friendly Domestic Operators for
that Right First Impression**

**Tired of
Automated
Attendants?**

25+% Industry Failure Rate



**Are your operator
salaries out of control?**

**Fed up with continuous
operator turnover?**

10% Industry Turnover Rate



“Has The Answer”

With operator centers strategically located throughout the US, Dial 411’s friendly, efficient operators field “ALL” switchboard calls 24x7x365:

- ✓ Eliminate Operator Turnover
- ✓ Fewer Lost Calls
- ✓ No More Lost Opportunities

Service Options

Full Service

Dial 411 will answer all incoming switchboard calls whether they be from outside lines or interoffice traffic. Transfers occur utilizing your existing network.

After Hours

Why attempt to fill difficult graveyard positions? Dial 411 can provide a "Switchboard Operator Solution" to fit your custom needs.

Overflow

Compliment your existing operators or automated system with Dial 411's Overflow Service. We answer the calls when you cannot.

- No additional network costs (We utilize the existing company network)
- Full Database Management with consistent updates
- North American based Operator Centers

Dial **4** **1** **1**
Profitable Solutions

Here's How it Works



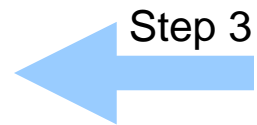
An outside user places a call to ABC, Inc.



ABC Organization PBX phone system sends the call via **Dial 411's Proprietary Server** to a Dial 411 Operator.



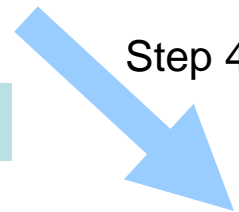
A friendly Dial 411 Operator answers the call, provides your information, and transfers the call to the requested employee or outside division through your existing network.



Requested Employee

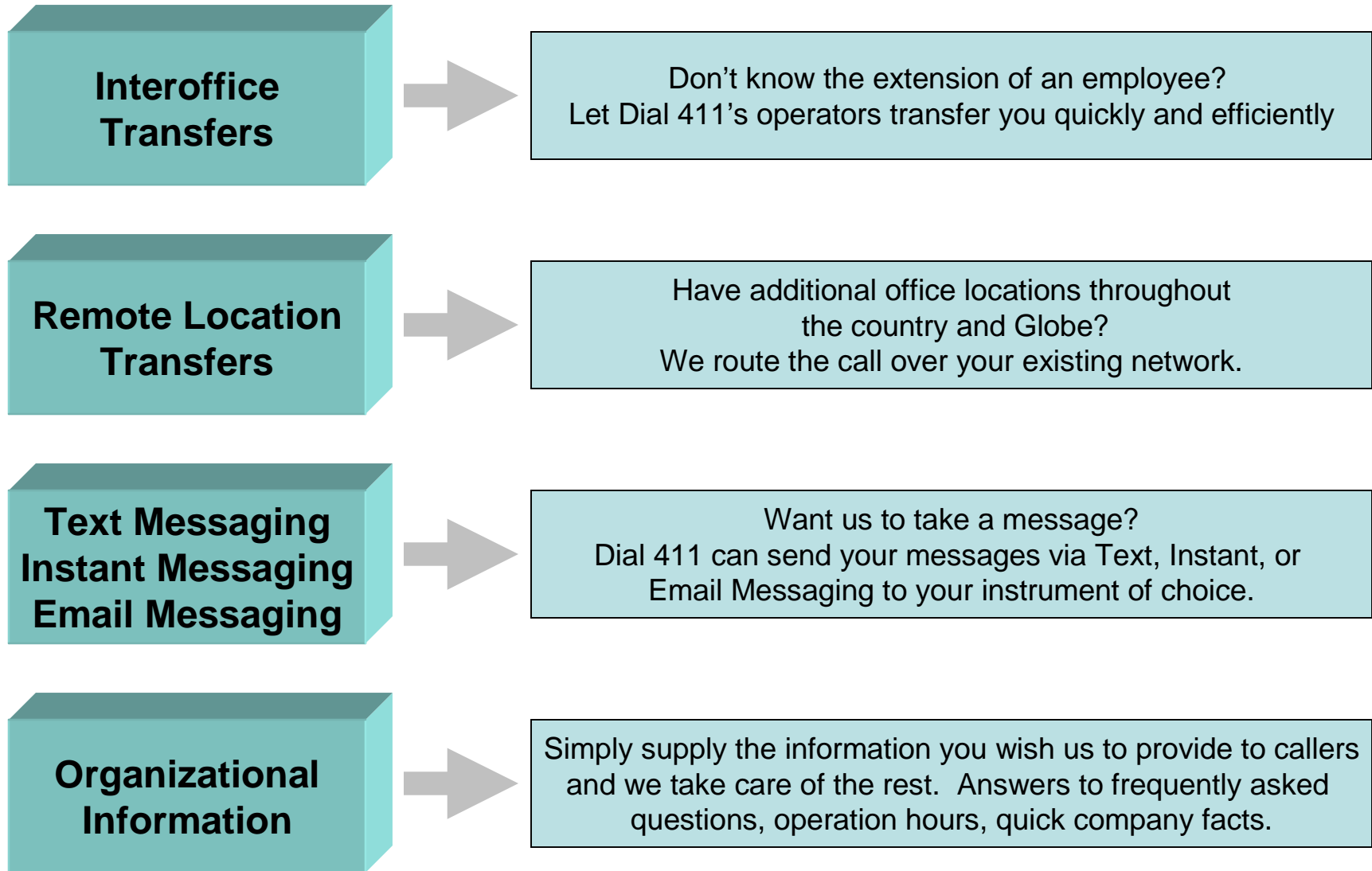


or

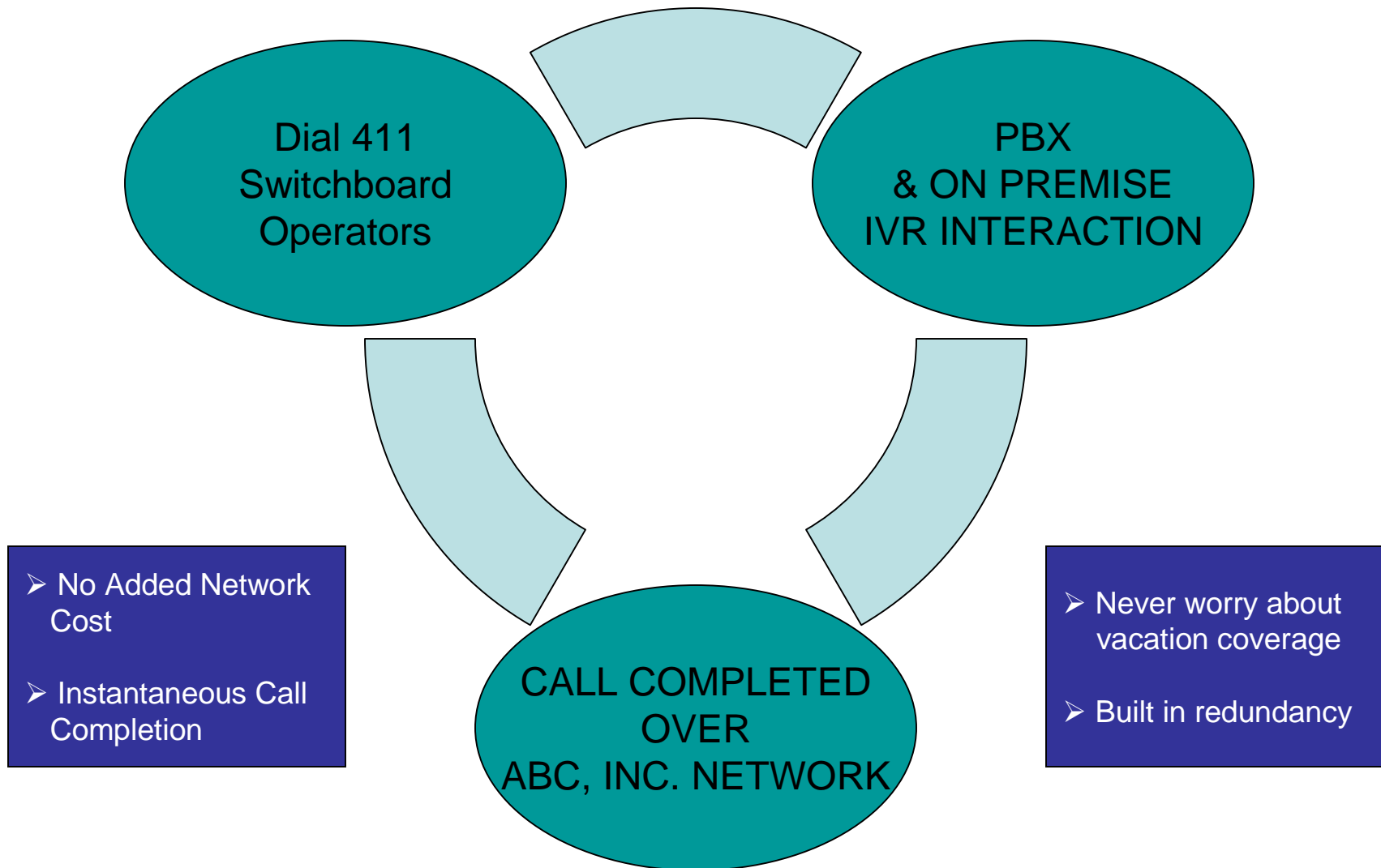


Outside Division

Additional Features



Unique Call Completion Solution





Providing Profitable Information Solutions

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