

# Switchboard Operator

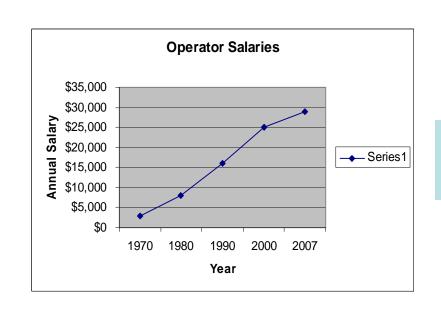


Friendly Domestic Operators for that Right First Impression



# Tired of Automated Attendants?





Are your operator salaries out of control?

Fed up with continuous operator turnover?





#### "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 with consistent updates
- > North American based Operator Centers



#### 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.



Step 2

Step 3



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

Step 4

or

Step 4



**Outside Division** 

#### **Additional Features**

**Interoffice Transfers** 

Don't know the extension of an employee? Let Dial 411's operators transfer you quickly and efficiently

Remote Location Transfers Have additional office locations throughout the country and Globe?
We route the call over your existing network.

Text Messaging Instant Messaging Email Messaging

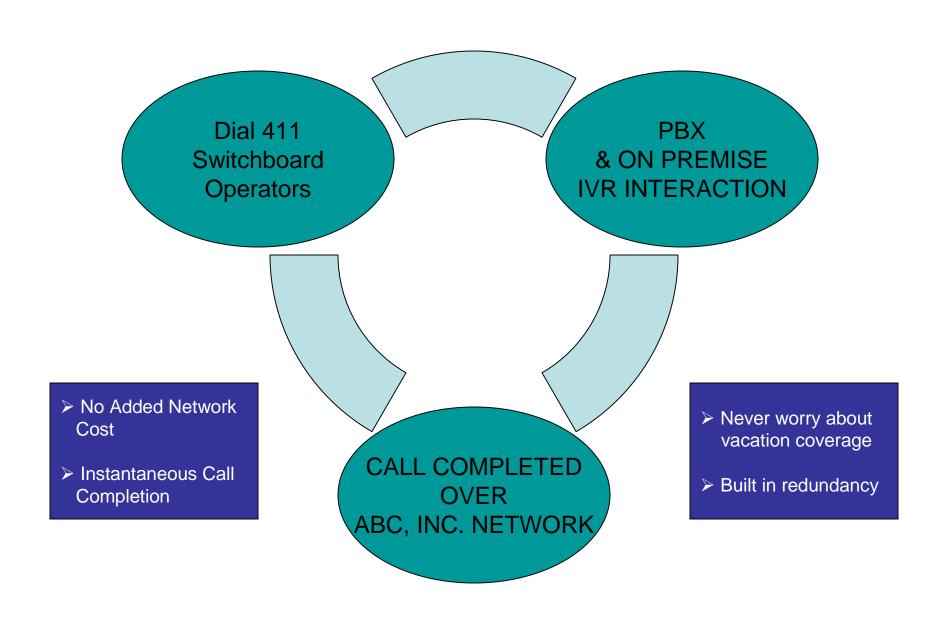
Want us to take a message?
Dial 411 can send your messages via Text, Instant, or Email Messaging to your instrument of choice.

Organizational Information



Simply supply the information you wish us to provide to callers and we take care of the rest. Answers to frequently asked questions, operation hours, quick company facts.

## **Unique Call Completion Solution**





# Providing Profitable Information Solutions

23939 Ventura Blvd. Calabasas, CA. 91302 800-864-6877

www.dial411.net, info@dial411.net