

Sales
EXTENSION NAME

Accessed By: Pressing 1 or 701

Forwards To: Mr. Green's office. If no answer, will forward to his cell phone. If no answer, the caller will hear the sales extension greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Thank you for calling ABC Company. Please leave your name and number and a sales representative will return your call shortly."

Main Greeting
EXTENSION NAME

"Thank you for calling ABC Company. If you know your party's extension, please dial it now or dial 8 for the name directory. For sales, press 1. For customer support and billing, press 2. For directions to our office, press 3. Otherwise, please press 0 for the operator. To hear these options again, please hold."

Username: jgreen@abc.com

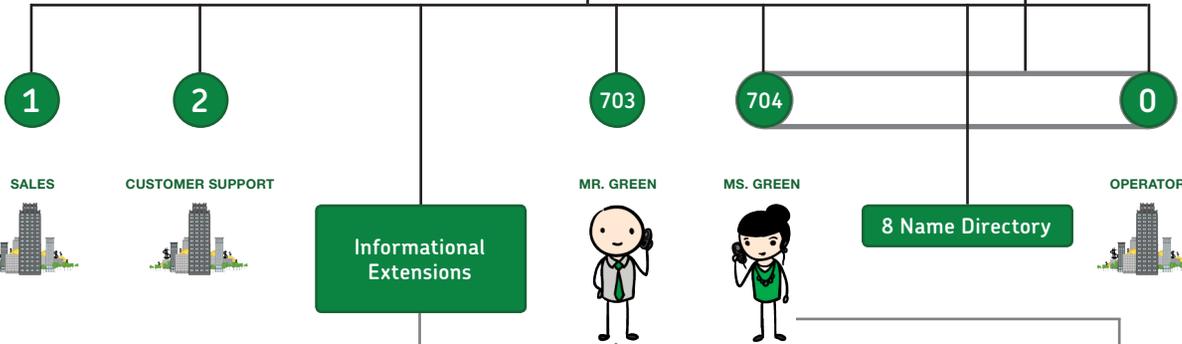
Jane Green signs into Grasshopper and has access to both 704 and 0.

Operator
EXTENSION NAME

Accessed By: Pressing 0

Forwards To: Ms. Green's cell phone and then, if no answer, to Mr. Green's Office. If no answer, the caller will hear the operator extension greeting, and can either leave a message or transfer to another extension.

Extension Greeting: "Thank you for calling ABC Company. All representatives are assisting other customers. Please leave your name and number and a representative will return your call shortly."



Informational Extensions

Informational Extension 3
EXTENSION NAME

Accessed By: Pressing 3

Main Info. Ext. 3 Greeting: "Directions to ABC Company. Press 1 if you are coming from Route 128 South. Press 2 if you are coming from Route 93 North. To return to the previous menu, press 9. At any time you may press 701 for sales, 702 for customer support or press 0 for the operator."

Info. Ext. 3 Topic 01: "From 128 South, take exit 15A. To repeat these directions, press #. To return to the previous menu, press 9. At any time you may press 701 for Sales, 702 for customer support or press 0 for the operator."

Info. Ext. 3 Topic 02: "From 93 North, take exit 8. To repeat these directions, press #. To return to the menu, press 9. At any time you may dial 701 for sales, 702 for support or press 0 for the operator."

Mr. Green
EXTENSION NAME

Accessed By: Pressing 703 (Pressing 3 will take callers to Info. Ext. 3 since it is activated and in use).

Forwards To: Mr. Green's cell phone. If no answer, the caller will hear Mr. Green's extension greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Hi, you've reached Mr. Green. Please leave your name and number and I'll return your call as soon as I can. Thank you."

Ms. Green
EXTENSION NAME

Accessed By: Pressing 4 or 704

Forwards To: Ms. Green's cell phone and, if no answer, to her Home Phone. If no answer, the caller will hear Ms. Green's extension greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Hi, you have reached Ms. Green. Please leave your name and number and I will return your call as soon as possible. Thank you."