



Stay in touch.

Are you losing customers to your competitors because they can't get through to you?

- › Who answers your business calls when your receptionist is busy
 - are your customers on hold for too long?
- › Do your customers speak to voicemail more often than to your staff?
Would it help to have your business supported with a full or part time virtual receptionist?
- › Are you located on many sites and need a central communication hub?
- › Do you simply want your calls answered and transferred through, messages taken and/or basic information given to callers about your business?
- › Would it boost business growth to have someone available to answer your incoming calls after hours, on the weekends or 24 hours a day?

The solution is 3 Switchboard.

3 Switchboard provides a professional service to answer calls, transfer callers through and send messages when required. 3 Switchboard is the solution that your business can rely upon 24 hours a day, 365 days a year.



Business

You decide how we can manage your incoming business calls.

3 Switchboard provides your business with two incoming call management options:

1 Call connect.

- › The call is put through to the requested staff member/department unannounced.

2 Introduced calls.

- › The caller is announced to the requested staff member/department.
- › A message is taken and sent to the appropriate staff member/department if they are unavailable.
- › Information can be provided to callers about the business such as website, address, hours of operation and phone/fax number.

How we can give your business a hand.

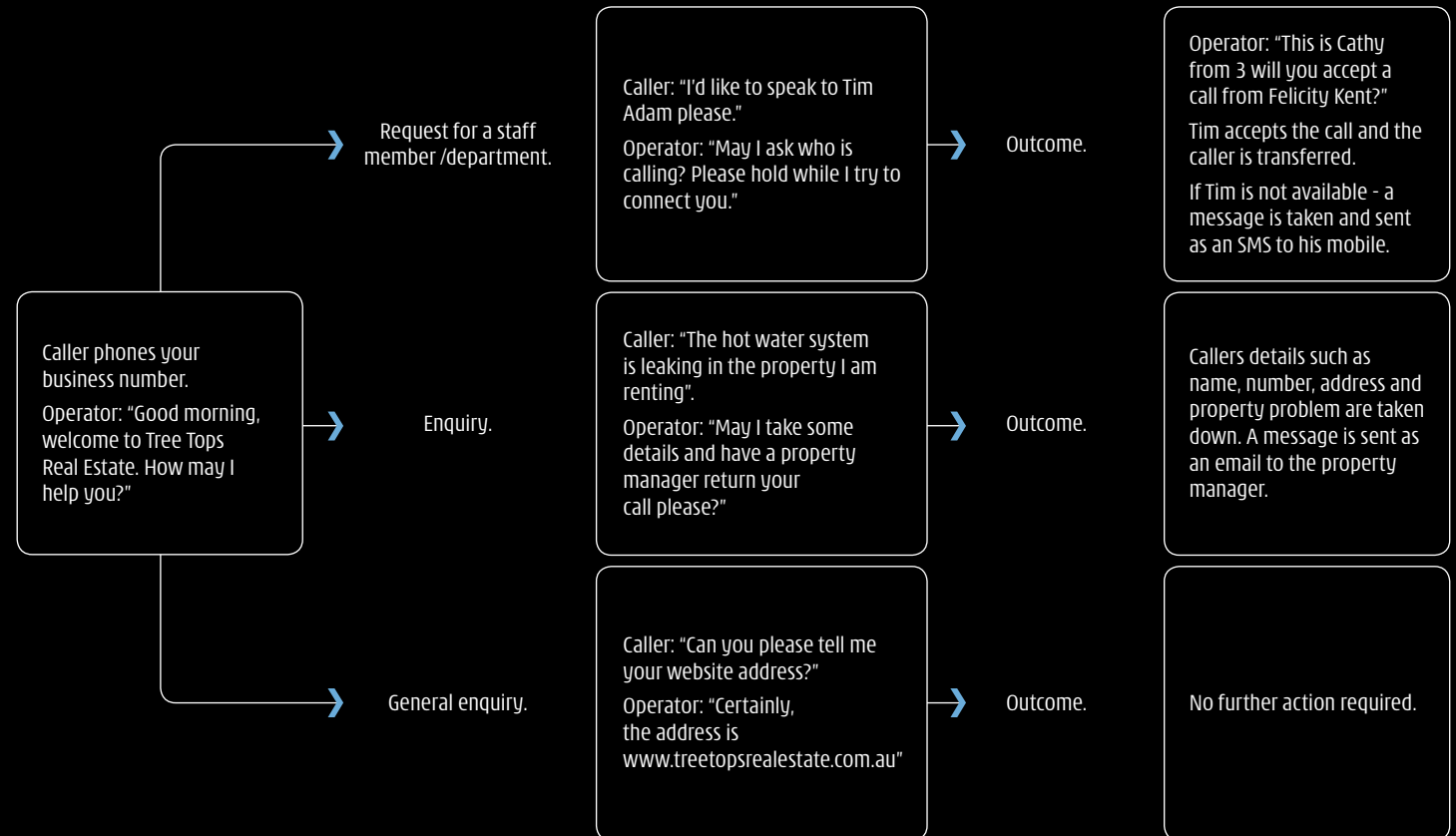
- › Have all your overflow calls answered promptly and professionally in your business name.
- › Transfer all of your phone lines to your 3 Switchboard service and eliminate the need for receptionists in multiple locations.
- › Eliminate after hours diversion issues with employees.
- › The answering script is customised offering great flexibility and a personalised service.
- › Messages are transmitted to the users by SMS, an email or 3 pager.
- › The answering solution is customised to the business or individual requirements. For example, altering the after hours service to send messages via email rather than SMS.

The 3 Switchboard experience.

3 Switchboard is compatible with our existing 3 Live Answering products: Order Taking, Emergency Support and Campaign Management.

3 Messaging is recognised as a leader in messaging solutions with over 15 years experience and 3 Paging and Messaging is recognised as a Quality Endorsed Company for our AS/NZS ISO 9001:2000 Quality Management System.

How 3 Switchboard can work for you.



To find out more about what 3 Switchboard will mean for your business call us on 1300 550 011 or visit www.3messaging.com.au/liveanswering



Business