

OfficeByte Call Flow Diagram Sheet

Company Information

Company _____
 Contact _____
 Phone _____
 Fax _____
 E-Mail _____
 Address _____
 City _____ St _____ Zip _____
 Advertiser # _____
 OB # (OB) _____
 Sales _____

Main Script

DID # (assigned by OB) _____
 Main Greeting (OB) _____
 3 Digit ID (OB) _____

Option #
User Login
Option 7
Repeat Main Menu

Option 0 or Nothing Pressed

0 (operator)
 Nothing **REPEAT Main Menu**

Option 1

Option 2

Option 3

Option 4

User Mailbox

Name _____
 Forward location #1 _____
 Forward location #2 _____
 Call Screening (Y/N) _____
 Extension (OB) _____
 Handle multiple calls. Q-Calls (Y/N) _____
 VM Box (Y/N) _____
 If Password (OB) _____
 Y E-MAIL _____
 E VM Page Notify (Y/N) _____ FL#1 FL#2
 S Allow LD Calls (Y/N) _____

User Mailbox

Name _____
 Forward location #1 _____
 Forward location #2 _____
 Call Screening (Y/N) _____
 Extension (OB) _____
 Handle multiple calls. Q-Calls (Y/N) _____
 VM Box (Y/N) _____
 If Password (OB) _____
 Y E-MAIL _____
 E VM Page Notify (Y/N) _____ FL#1 FL#2
 S Allow LD Calls (Y/N) _____

User Mailbox

Name _____
 Forward location #1 _____
 Forward location #2 _____
 Call Screening (Y/N) _____
 Extension (OB) _____
 Handle multiple calls. Q-Calls (Y/N) _____
 VM Box (Y/N) _____
 If Password (OB) _____
 Y E-MAIL _____
 E VM Page Notify (Y/N) _____ FL#1 FL#2
 S Allow LD Calls (Y/N) _____

User Mailbox

Name _____
 Forward location #1 _____
 Forward location #2 _____
 Call Screening (Y/N) _____
 Extension (OB) _____
 Handle multiple calls. Q-Calls (Y/N) _____
 VM Box (Y/N) _____
 If Password (OB) _____
 Y E-MAIL _____
 E VM Page Notify (Y/N) _____ FL#1 FL#2
 S Allow LD Calls (Y/N) _____

Initial Greeting Thank you for calling

Main Menu If you know your party's extension, you may dial it at any time.

Option 1

Option 2

Option 3

Option 4

End Greeting For more information on our products and services you can find us on line at:

www.

Or please hold for the next available agent. (caller does not press any keys)

Action: Go to Operator above

After Hours Greetings:

Main Script

_____ a leader in.

OfficeByte Call Flow Diagram Sheet

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____

User Mailbox	
Name	_____
Forward location #1	_____
Forward location #2	_____
Call Screening (Y/N)	_____
Extension (OB)	_____
Handle multiple calls. Q-Calls (Y/N)	_____
VM Box (Y/N)	_____
If Password (OB)	_____
E-Mail	_____
VM Page Notify (Y/N)	FL#1 FL#2
Allow LD Calls (Y/N)	_____
Y	_____
E	_____
S	_____