Assertive Sales Phone Tree

Main Greeting

- Marketing Message
  - "Press 0 to get your custom sales quote now!"
  - Spanish
    - Press 1
    - Sales Employees
  - Sales
    - Press 2
    - Sales Employees
  - Store Hours
    - Press 3
  - Support
    - Press 4
    - Support Employees
  - Dial By Name Directory
    - Press 5

Fit Small Business
SELF-SERVICE PHONE TREE

Main Greeting

- Spanish (Press 0)
  - Make a Payment (Press 1)
    - Ask caller for account info
      - Enter payment information (credit/debit card)
        - Confirm
          - Confirmation Message
  - Support (Press 5)
    - Support Employees
- Sales (Press 3)
  - Sales Employees
- Store Hours (Press 4)
  - Dial By Name Directory (Press 6)
CUSTOMER SUPPORT PHONE TREE

1. Main Greeting
   - Spanish (Press 0)
     - Support Employees
   - Support (Press 1)
   - Sales (Press 2)
     - Sales Employees
   - Store Hours (Press 3)
   - Dial By Name Directory (Press 4)

Fit Small Business
EMERGENCY PHONE TREE

Public Information Officer

Name:
Function:
Phone:
Cell Phone:

Name:
Function:
Phone:
Cell Phone:

Name:
Function:
Phone:
Cell Phone:

Name:
Function:
Phone:
Cell Phone:

Name:
Function:
Phone:
Cell Phone:

Name:
Function:
Phone:
Cell Phone:

Fit Small Business