



Customer

Calls Main Line

Main Menu IVR
(Ext 1010)

Selects Menu
Option

Option #1

Sales Menu IVR
(Ext 1020)

Selects Menu
Option

Option #1

New Sales
(Ext 201)

Option #2

Used Sales
(Ext 202)

Option #3

Sales Manager
(Ext 210)

Option #2

Dial by Name

Dials Name

John Doe
(Ext 300)

Option #0 or
Stays in Line

Reception Desk
(Ext 100)

Call is missed

Yes

Reception Voicemail
(Ext 1011)

No

End

