



# Main Line Example

Below is an outline call flow which utilises all of the elements described in the **Timers & Operation, Information Menu and Call Queuing & Distribution** information sheets to give an indication of how a Main Line configuration may look.

There is a main timer, out of hours announcement, main menu, department queue group, information menu and information sections as well as a departmental timer and a departmental out of hours announcement.

Suggestions for the voice prompts associated with this example call flow can be found on the **Audio Prompt Examples** sheet.

