

# → Live Operator Services

LEXITEL COMMUNICATIONS, LLC  
Lexitel.com.com  
877.248.0086

Call us Nationwide  
877.248.0086



## LIVE OPERATOR SERVICES

### TELEPHONE ANSWERING SERVICES

We give your company the convenience of a receptionist without the additional cost of a full time employee, office or expensive telephone system, in addition to the added benefit of after-hours availability.

### HELP DESK

When your customers have questions or need reliable assistance using your products, we have the answers. Our call center is ready **24 HOURS A DAY, 7 DAYS A WEEK**, to take care of your customer's needs. Our integration with the internet gives us the ability to support your products and services on various levels. Your customers will always get the level of support they need by calling the included 800 toll-free number.

### ORDER TAKING

800 numbers are available from Lexitel, and your calls will be processed in the most efficient and cost effective manner possible. Orders may be processed by credit card or check by phone. All orders we receive will be paid for prior to shipment. By utilizing ICVerify and your merchant account, we will process and approve your customer's orders for you with a major credit card. Payment will be processed daily with payments being made directly to your bank account.

### MESSAGE TAKING

#### Message Delivery Options:

- Email Message Delivery
- Fax Message Delivery
- Voice Mail Message Delivery
- Live Operator Message Delivery
- Alphanumeric Message Delivery to Pager, Cellular, PDA, or other Wireless Devices

### INCLUDES REMOTE RECEPTIONIST

Create your own keypad of menu systems with a live receptionist option that will give your callers the ability to reach specific employees, hear pre-recorded messages of business hours, location directions, send a fax or speak to the receptionist for immediate attention. Once the caller is connected to the live operator receptionist, she will either patch the caller to you immediately or simply take a message.

Before the call is patched she will confirm if you want to take the call or not.

WE WORK WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

Lexitel Communications, LLC 5849 Okeechobee Blvd., Suite 201 West Palm Beach, FL. 33417  
Phone: 561.478.2646 Fax: 561.640.1720 Nationwide: 877.248.0086

