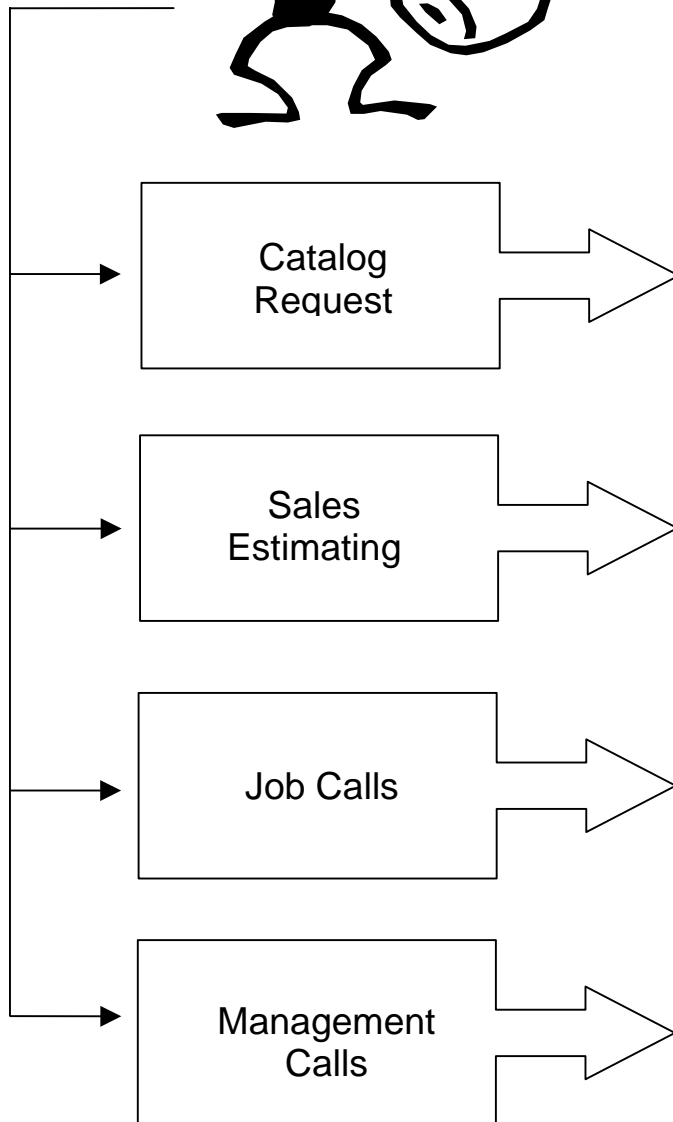


## The Basic Four Types of Calls

### INCOMING CALLS



Catalog Calls are distributed in the below order:

8:30 AM – 12:30 PM	12:30 PM – 5:00 PM
SellEst3	SellIn3
SellEst4	SellIn6
SellEst5	SellMgr2
SellMgr2	

\*\*This EXCLUDES Stone Magic Catalog Requests – all Stone Magic calls go to SellIn3 and SellMgr2\*\*

Products or Units	SellAdm1, SellAdm2, Sales Queue
Dimensional Information	SellAdm1, SellAdm2, Sales Queue
Order Processing	SellAdm1, SellAdm2, Sales Queue
Technical Calls	SellAdm1, SellAdm2, Sales Queue
Bid Status	Project Manager
Stone Magic	SellIn3, SellMgr2
Stone Origins	SellAdm2, SellMgr1, SellEst2

Drafting	Drafting Manager
Production	Job Manager
Shipping	Job Manager, ShpAdm1
Payment Information	Job Manager, FinAdm2
Broken/Missing Parts	Drafting Manager

Accounts Payable	FinPay1, FinCon1
Accounts Receivable	FinAdm2, FinCon1
Employee / Personal	Immediate Manager
Executive	ExecAdm2, FinCon1
Financial	FinCon1, ExecCeo1
Legal	ExecCeo1, ExecGm1
Dissatisfied Customer	SellMgr5, JbmCord1, FinCon1
Employment Verification	FinPay1, FinCon1