

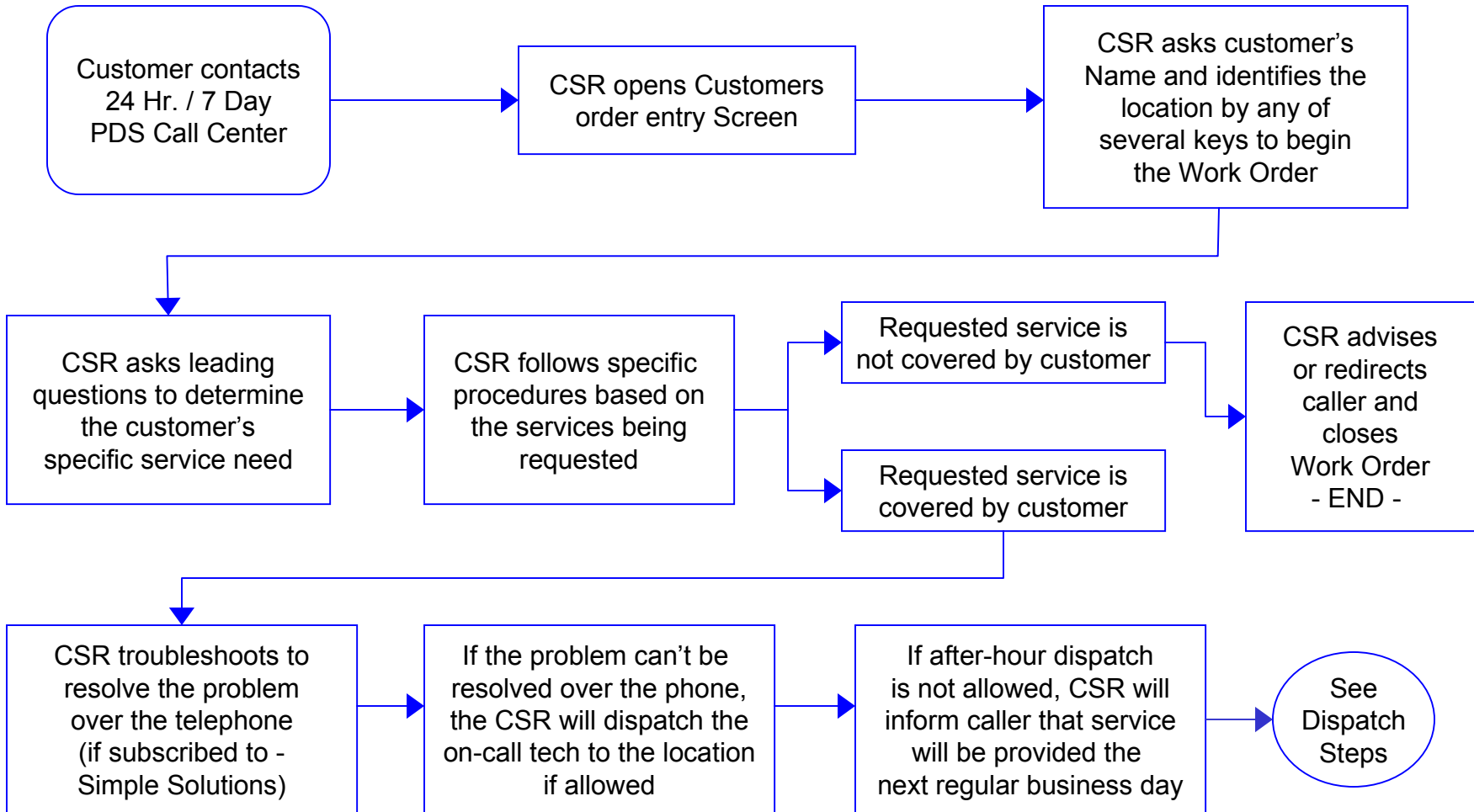


# Service Delivery Processes

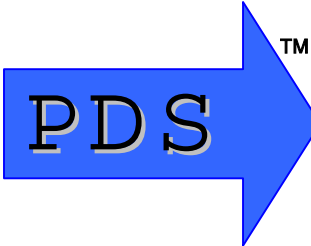
## Simple Call Center Work Flow

### After-Hours Service Only

**PDS**<sup>TM</sup> Professional Dispatch Services  
"The evolution of customer service"<sup>SM</sup>



Dispatch Steps



# Professional Dispatch Services

"The evolution of customer service" <sup>sm</sup>

