

TESTIGOS CRISTIANOS DE JEHOVÁ

Apartado postal 132 - 28850 Torrejón de Ardoz (Madrid)
Domicilio social: Ctra. Torrejón a Ajalvir (M-108), km. 5 - 28864 Ajalvir (Madrid) • Teléfono: (+34) 918 879 700

BB:BSB September 26, 2018

TO ALL BODIES OF ELDERS

Re: New telephone system for Spain branch

Dear Brothers:

We wish to inform you of a new telephone system for our branch that will start working on **September 27, 2018**. This new system will allow you to choose which department you wish to speak to. Our goal is to attend calls from quickly and to offer the best attention possible. At the same time, it will allow brothers working at the switchboard to give personalized attention when necessary.

Here are some details about this new system:

- Language selection: The voice message can be heard in Spanish and English. The message will give different options to contact Bethel departments.
- Selection menu setup: This selection menu will allow you to choose between the departments that receive most calls (please see the attachment). To speak to other departments or individual Bethel members, Please select the option *Reception* where the operator will redirect your call (only available during Bethel work hours).
- Direct calls: If you know the extension number, you may dial directly.
- Departments: Departments that receive a large number of calls will allow the option of choosing which department section you wish to speak to (please see the attachment). If the line is busy, another member of the department will take your call.
- Un-attended calls: If, after selecting a department, your call is un-attended, your call will return to the switchboard where the operator will speak to you personally.
- Automatic answering service: This function was eliminated.

In order to implement this change, telephone communication with the Branch will be cut-off on **Wednesday September 26, from 6pm to 12pm**. We hope that this change will allow Bethel departments to offer more efficient and better quality service.

Please receive our warm Christian love.

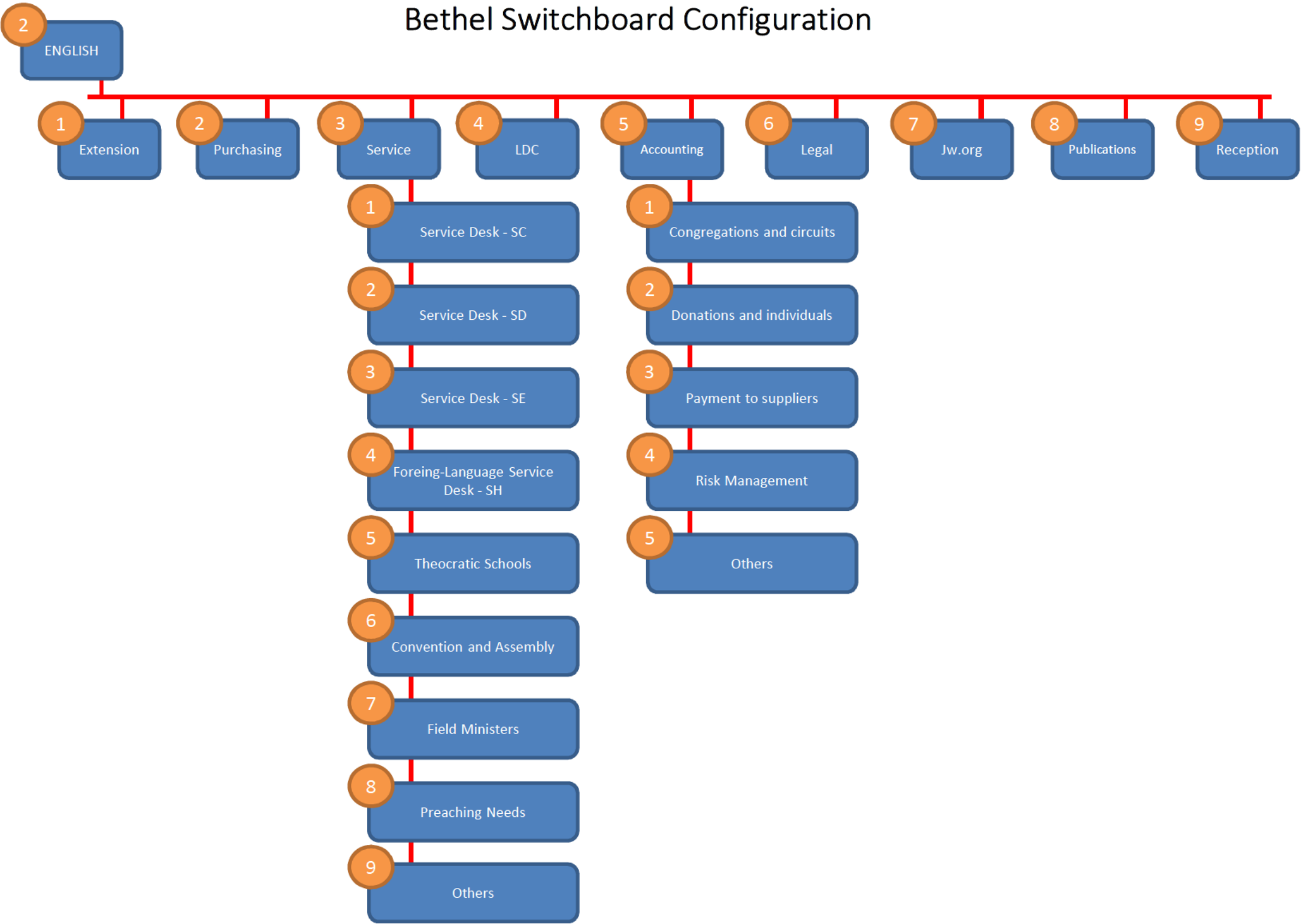
Your Brothers,

Testigos Cristianos de Jehová

Attachment

c. Circuit overseers

Bethel Switchboard Configuration



Configuración Centralita de Betel

