

# Product Announcement

## New Technical Support Telephone Cascading System

### Technical Support Telephone Cascading System ▶▶▶



### Specialists are available ▶▶▶

- M-F from 7:30 a.m. - 5:00 p.m. ET.
- 24 hour voice mail service.

### Manaras-Opera's Technical Support Cascading System

In order to respond to your technical calls more effectively, Manaras-Opera has recently implemented a technical support telephone cascading system.

- The goal of the system is to offer a **quicker response** to your technical calls.
- The system also provides flexibility; giving you the option to speak to a specific technical support specialist in particular.

### Features of the System

- After being greeted by our receptionist, technical calls are manually directed to one of our three (3) technical support specialists within seconds; **Rubén Escobar, Ajay Sirkissoo or Bharat Patel.**
- The system knows which specialists are available and automatically bypasses those that are on other calls.
- If all three specialists are busy, then your call will be re-directed back to our receptionist. Your call will not be lost in limbo.
- If you'd like to speak to a specific technical support specialist in particular, then please ask our receptionist for him by name.

For further information, please contact your Manaras-Opera sales representative.

**Toll free number: 800 - 361 - 2260**  
**[www.manaras.com](http://www.manaras.com)**