



135 Sweeten Creek Road, Asheville, NC 28803-1500 T 828.225.2311 W 311network.com

Weather happens. System Failures happen. Special Events happen.

311 Network provides
your citizens with
continuous 311 Service...
when you can't.

What happens when your 311 contact center experiences a sharp rise in calls beyond your normal peak volumes?

What if you experience a system failure that is outside the scope of your disaster recovery plan?

311 Network can prepare you for:

- **Weather**
Citizens need critical information during ice storms, snow storms, hurricanes, floods, large scale power outages, etc.
- **System Failures**
The best disaster recovery plans can fail when the unexpected happens.
- **Special Events**
When your city hosts an event that brings in a large volume of visitors, offer 311 as the "event information resource" and then sit back and let 311 Network handle the calls.

311 Network is a nationwide group of private industry call management firms that specialize in providing public sector 311 call center services.

- Our site-specific support plans can seamlessly manage your overflow (and after hours calls).
- Constituents' inquiries and concerns are expertly handled by highly trained call center specialists.
- Our expandable network is available 24/7 to handle short-term increases in call volumes.
- We share best-of-breed call agent training methods with our network partners.
- Our technology is digital, fully web-enabled and VoIP compatible.
- We provide the most dependable, professionally staffed call management services our industry has to offer.