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Subject: Re: Phones and Receptionist

Posted by [Altzan](#) on Fri, 29 Oct 2010 03:16:53 GMT

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Agreed mostly, but on the same token, it could take just as long for the on-site customer to be taken care of, making the caller wait.

They're no more important than you - but they're not less important either. There needs to be a middle ground.

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