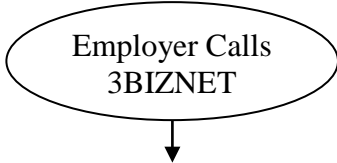


BIZNET Call Flowchart



BSR identifies employer's purpose of call and collects following information:

- Caller and Employer Name
- Employer address including county
- Company's industry
- Caller's phone number and email
- Does employer have 25+ employees

If necessary, transfer call as per **ATTACHMENT 1**
See chart below for appropriate Account Exec

Account Execs by County and Industry		
Columbiana County	Mahoning County	Trumbull County
All industries 330.420.9675 • Carly Lafferre ext 124 Advanced Energy and other • Frank Zangara ext 119	Healthcare 330.965.1787 • Christine Bok ext 139 • Danita Logan ext 115 Information Technology 330.965.1787 • Maryann Kochalko ext 119 Manufacturing 330.747.5639 • Gene Babik ext 139 Advanced Energy • Neil Yutkin 330. 884.7252	Healthcare • Patricia Smith 330.675.7712 Service and Manufacturing • Dmitri Liogas 330.675.7854 Advanced Energy • Neil Yutkin 330. 884.7252

Appropriate county AE will determine if the formal BRN interview will be conducted by the following info:

- Employer identified from BRN Roundtable or,
- Employer has 25+ employees and in one of the following industries:
 - a. Healthcare
 - b. Manufacturing
 - c. Information Technology or,

Other factors that negate need for a formal interview.

If none above applies, AE may determine to conduct informal interview.

Attachment 1
Transferring BRN Employer Calls

The BSR will inform employer:

- 1) You will place employer on hold
- 2) Determine which county AE to contact (chart below)
- 3) Contact Account Exec (AE) in appropriate county to inform them of call

Account Execs by County and Industry		
Columbiana County	Mahoning County	Trumbull County
All industries 330.420.9675 • Carly Lafferre ext 124 Advanced Energy and other • Frank Zangara ext 119	Healthcare 330.965.1787 • Christine Bok ext 139 • Danita Logan ext 115 Information Technology 330.965.1787 • Maryann Kochalko ext 119 Manufacturing 330.747.5639 • Gene Babik ext 139 Advanced Energy • Neil Yutkin 330. 884.7252	Healthcare • Patricia Smith 330.675.7712 Service and Manufacturing • Dmitri Liogas 330.675.7854 Advanced Energy • Neil Yutkin 330. 884.7252

A. If your call goes to voicemail:

- A message will be left with the following information:
 - ✓ Identify yourself
 - ✓ Leave name of caller from employer and company info collected
 - ✓ Company name
 - ✓ Company phone number for the county AE to call employer ASAP
 - ✓ Inform employer that AE was not at desk and you left message with contact info

B. If county AE answers phone:

- The calling BSR will inform county AE of employer’s inquiry and info gathered
- Transfer call to appropriate number and extension (See Transfer instructions below)
- County AE will determine formal vs informal interview

How to transfer a call to another location:

- Inform employer that AE is available and you are transferring now then
- Press “Transfer Button”
- Press “Outgoing Button”
- Dial number
- If AE has auto-attendant and extension:
 - When location’s auto-attendant answers, press appropriate extension then hang up
- If AE has direct line:
 - Dial number, then hang up

Call is transferred.