

Office Systems & Technology
Chapter 3 – B

1. E - Audio conference
2. G - Call Director
3. A - Call Trace
4. J - Direct Distance Dialing
5. B - Directory Assistance
6. H - Foreign Exchange
7. C - INWATS
8. I - Message Units
9. F - Text Telephones
10. D - WATS

True or False

- A. *57 or *69 - the phone number of the last incoming call can be obtained.
- B. 411 or 555-1212
- C. A firm may want to subscribe to if numerous telephone calls are expected from customers and the firm wishes to pay for these calls.
- D. A firm may want to subscribe to if numerous telephone calls are made to a national, regional or state area.
- E. Call for 3 or more people to talk.
- F. Designed to accommodate individuals with hearing disabilities.
- G. Desktop unit that can handle as many as 100 lines at one location and can be connected to a switchboard or an intercom system.
- H. Provides customers a local number when calling a business located in another city.
- I. Standard base rate used to determine the cost of a call.
- J. To place a long-distance call without the intervention of an operator.

11. T - 911 operators can pinpoint the location of the call without the caller providing this information to the operator.
12. F - Callers cannot block the system from displaying their telephone number on someone else's telephone.
13. F - Data network needs are addressed in a CBX system.
14. T - In a CENTREX system, each extension is assigned a seven-digit number for outside access.
15. _____ Using an international calling card is the same thing as using a long-distance calling card.