

## **Mainstreet Introduces: Front Line 24/7 - Call Center Management**

Belleville, MI, February 16, 2015—Mainstreet announces the launch of its new Front Line 24/7 Call Center Management, a service designed to help increase the productivity and profitability of any glass business, no matter the size. Glass companies can boost long-term success by providing dynamic customer care experience through the largest independent software provider in the glass industry.

“One of the struggles for any company is hiring new full-time and part-time employees, trying to allocate funds and resources to get them up to speed and productive,” says Bradley Rhoades, president of Mainstreet. He continues, “What Front Line 24/7 will do is eliminate the need for interviewing, employing, training new personnel and provide an experienced, skilled CSR staff to help you deliver better service to your customers 24/7/365 and increase your profits.”

Front Line 24/7 is available to existing Mainstreet customers as well as companies using another software provider. One advantage to existing Mainstreet customers is the ability to have jobs dispatched directly into Mainstreet Point of Sale whenever a Front Line 24/7 CSR schedules a job.

Features of Front Line 24/7 include live answering services, live call patching, appointment scheduling, custom on-hold music, call recording, and outbound sales. Mainstreet will do the work for you to close more jobs and increase profits!

### **ABOUT MAINSTREET**

Mainstreet Computers, Inc. is North America’s leading glass software provider. For over 30 years Mainstreet has passionately introduced valuable business solutions for **every** glass shop to use as a platform for success! As technology advances, Mainstreet is constantly evolving products and services to meet the needs of customers, from small independent shops to multi-store companies. For more information about Front Line 24/7 Call Center Management and other services, visit [www.mainstreetcomp.com](http://www.mainstreetcomp.com).