CONNECT TELEPHONE & COMPUTER GROUP

Company Name: _____

Date: _____

This Auto Attendant Planning Form will help you create greetings to record in your voicemail auto attendant system. Please Plan your greetings below and Contact Connect at 1-800-767-4991 if you would like assistance recording the auto attendant greetings.

Auto attendant programming and options vary from phone system to phone system. Depending on your phone system, you may be able to play multiple greetings and instructions and transfer calls to extensions, voicemail boxes or external phone numbers. If you are unsure of the capabilities of your system, please contact us with questions.

Please note: Your recorded greeting must correspond to the voicemails programmed menu options. If you require changes to the menu option programming, please inform us when placing your service request.

Please select the greetings that you would like changed:

☐Day Auto Attendant Menu   ☐Recorded Directory/List of Extensions
☐Night Auto Attendant Menu   ☐Other: (Please specify…)
☐Holiday Auto Attendant Menu

Day Greeting Script to be recorded:

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Sample Script:
Thank you for calling ABC Company. You have reached us during normal business hours but we are assisting other customers. If you know your party's extension, you may dial it now. For a list of extensions, please press 2 or to leave a message in the general delivery mailbox, please press 0. Thank you for calling.

Night Greeting Script to be recorded:

Sample Script:
Thank you for calling ABC Company. You have reached us outside of normal business hours. Our normal business hours are Monday-Friday, 8am to 5pm. If you know your party's extension, you may dial it now. For a list of extensions, please press 2 or to leave a message in the general delivery mailbox, please press 0. Thank you for calling.

Holiday Greeting Script to be recorded:

Sample Script:
Thank you for calling ABC Company. We are closed in observance of the Holiday. If you know your party's extension, you may dial it now. For a list of extensions, please press 2 or to leave a message in the general delivery mailbox, please press 0. Thank you for calling.

Recorded Directory/List of Extensions Script to be recorded:

Sample Script:
For Joe Smith, dial 101, for Mary Brown, dial 102, for Jim Williams, dial 103, for John Doe dial 104.

Other Greeting Script to be recorded:

Sample Script:
Our office is located at 123 First Avenue North, next to the Post office.