



## EXAMPLES OF GREETINGS

### Main Menu:

*Hello and thank you for calling [COMPANY NAME]. If you know the extension of the person you wish to reach, please enter it now. To speak with the operator, press 0 at any time. For Sales, press 1. For Technical Support, press 2. For Billing, press 3. For information about our company, press 4. To Repeat this message, press pound.*

### Night Greeting:

*Thank you for calling [COMPANY NAME]. To learn more about our products and services visit our website at [www.COMPANY.com](http://www.COMPANY.com). Our offices are currently closed. Our business hours are Monday through Friday from 8 am to 7 pm except on major holidays. Please leave a message with your name, contact information, and the nature of your call and someone from the appropriate department will contact you on the next business day. Or, email us at [info@COMPANY.com](mailto:info@COMPANY.com)*

### **SOME HELPFUL TIPS**

- **Include a greeting with main choices.** To keep everything running more efficiently, including the phone system greeting with the main menu choices, as all of the sample scripts above do, is the way to go.
- **Use Short Prompts.** Instead of saying, "If you would like to speak to a representative from the Sales Department, press 1", our script writers favor short, simple phrasing such as "For Sales, press 1". This helps keep your callers focused on the options you're offering.

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- **Give Fewer Options.** A long list of departments is difficult for callers to navigate. Instead of listing *every* department, start by listing some general groups and expand generally from there. Remember, customers want to reach an agent as fast as possible. If you provide too many options or menu levels, callers will start hanging up or pressing 0.
- **Move the extension to the end.** "For Sales, press 1" and "Press 1 for sales" are two ways to say the same thing. But in your phone system, one of these is right and one is wrong. You should always put the extension at the *end* of your prompt, so callers know what to do. Here's another way to think about it: In general, callers don't know which extension they're looking for, but they know which department they need. The department name is the trigger that should get them to pay attention to a number.
- **Press instead of dial.** Do you still "dial" numbers on the phone? I hope you don't, because if you do, you're still using a *rotary* phone. While there is some indication that "touch" might be the next term to use, for now, you can stick with "press" and be in the clear.

#### PROFESSIONAL RECORDING OF IVR GREETINGS

For an extra fee. We can contract a Professional voice actor to record your greetings for you.

Some samples: [https://www.voices.com/talents/search?search\\_submit=Search&keyword=IVR](https://www.voices.com/talents/search?search_submit=Search&keyword=IVR)

