

Auto-attendant Day Greeting

Example 1:

Thank you for calling ABC Company, please dial the extension number or wait for assistant.

Example 2:

Thank you for calling ABC Company, please dial the extension number or for Sales press 1, Technical Support press 2, Finance and Admin press 3 otherwise wait for assistant.

Example 3:

Thank you for calling ABC Company, please dial the extension number or press 9 for assistant.

(If caller press 9)

Directory assistant. For sales press 1, technical support press 2, warehouse press 3, admin press 4, Finance press 5 or wait for operator assistant.

Example Extension Assignment for Directory Assistant:

Press 1 for Sales – Ring at extension 200, back-up extension 201

Press 2 for Technical Support – Ring at extension 300, back-up extension 301

Press 3 for Warehouse – Ring at extension 400, back-up extension 401

Press 4 for Admin – Ring at extension 500, back-up extension 501

Press 6 for Finance – Ring at extension 600, back-up 601

Wait for operator assistant – Ring at extension 100 (Operator extension), back-up extension 101

Recommendation: Set group ringing for each department (in case the desire extension is busy)

Remember: For call flow with all calls ring at Auto-attendant, please set at least one back-up extension on delay ringing (delay 3 ring is recommended)

Lunch Break greeting

Example 1:

Thank you for calling ABC Company, our lunch break is from 1 pm to 2 pm. You may dial the extension number if you know or wait from assistant.

Example 2:

Thank you for calling ABC Company, our lunch break is from 1 pm to 2 pm. You may dial the extension number if you know or press 9 for assistant.

(When caller press 9, system play directory assistant menu)

Night Greeting

Example 1:

Thank you for calling ABC Company, our office hour is from 8.30 am to 5.30 pm Monday to Friday and off on Saturday and Sunday. You may dial the extension number or call us during our office hour.