

## Sample Telephone Greeting Scripts

Telephone Audio Services

1.970.223.3659

<http://www.telephoneaudio.com>

\* Keep in mind these are merely samples as your greetings will obviously be different in content. These are just to offer a general idea of how to write various telephone greetings and how to organize them into proper messages. Each greeting, voicemail, after-hours message, extension, and on-hold paragraph / bullet should not exceed 20 to 30 seconds in length.

### Main Menu Greeting Example:

Thank you for calling X company, your experts in X since 1995. If you know the extension of the person, or department you're trying to reach, enter it at any time. Please select from the following menu options...

*(prompt options)*

For information about our products and services...press 1

To receive our brochure by fax...please press 2

To place an order using our automated system...please press 3

To speak with one of our technical support team...press 4 now

For our customer service dept...press 5...

You can also press 0 to reach our operator, or remain on the line for further assistance

Thank you again for your call to Sunny Day Tech Solutions

### General Out-Going Info Box Example:

Thank you for your interest in X company uhs 5400. Please note that you may press the \* star key at any time during this message to return to the main menu. X company provides energy efficient, money saving solutions designed exclusively for the home. The uhs 5400 has been designed to accommodate multiple work-stations within your local business. It has won the 2010 Gold Seal Award for outstanding tool of the year. We also offer a wide range of software solutions for your business, including....etc, etc, etc.

### Voice Mailbox Greeting Example:

Thank you. You have reached the X company sales department. We're sorry, all of our customer service representatives are assisting other callers. However your call is important to us. Please leave your name and telephone number and a representative of X company will return your call. Thanks again for your call today.

### After Hours Greeting Example:

You have reached the X company. We're sorry, you have called outside our normal business hours of 9am to 5:30pm Monday through Friday, Eastern Standard Time. We value your call today. Please leave your name and telephone number and a representative of X company will return your call as soon as we re-open. You can also visit us on the web at [www.xcompany.com](http://www.xcompany.com) Thank you again for calling X company.

### Message On Hold Example:

M: Your call today to X company is appreciated, please continue holding.

*(music)*

F: Welcome to the world of X company, where we're changing world of communications one client at a time. X company now offers the most innovative, easy to install and use software for your business, home office, or residence. Ask about our software solutions from X company when we return to the line.

*(music)*

M: Did you know our exciting new X company software tools offer many never before heard-of features and advantages? We can honestly say, that X company has the perfect software tools for all your computing and business communication purposes. Our new uhs 5400 editing tools work on windows 7. Ask for details today.

*(music)*

F: Most traditional X companies charge fees each month for additional features such as support and software upgrades, however as a client of X company, you'll enjoy these features FREE. Ask why today.

*(music)*

M: Thanks again for calling X company. Assistance is moments away. While you have a moment, why not consider how we can be of service today. Also be sure to have your account number ready.