

# *Last Word Voice Productions*

## The Voice of NBX®

### Sample Script Wording

#### Automated Attendant Greetings

##### *Day Greetings:*

Thank you for calling XYZ Company. If you know your party's extension, please dial it now or at any time during this message. For sales press 2, for accounts payable press 3, for technical support press 4, or for an employee directory please press 9. Thank you for calling XYZ Company.

Thank you for calling the Boston office of XYZ Company, the leading provider of unique home furnishings and accessories. If you know your party's four-digit extension, you may dial it at any time during this message. If you would like to use our dial-by-name directory, please press 9. Thank you.

##### *Night Greeting:*

Thank you for calling XYZ Company. Our office is currently closed. Our normal business hours are 9am to 5pm Monday through Friday. If you know your party's extension, please dial it now or at any time during this message. For an employee directory, please press 9 or, to leave a message in our general mailbox, press 0 or remain on the line. Thank you.

##### *Holiday Greetings:*

Thank you for calling XYZ Company. Our office is currently closed due to the holiday. Our normal business hours are 9am to 5pm Monday through Friday. If you know your party's extension, please dial it now or at any time during this message. For an employee directory, please press 9 or, to leave a message in our general mailbox, press 0 or remain on the line. Thank you.

Thank you for calling XYZ Company. Our office is currently closed for the Thanksgiving holiday. We will re-open for business on Monday, November 29th. If you know your party's extension, please dial it now or at any time during this message. For an employee directory, please press 9 or, to leave a message in our general mailbox, press 0 or remain on the line. XYZ wants to wish all of our customers and their families a very safe and happy holiday.

## **Hunt Group Messages**

For beginner courses press 1, for intermediate courses press 2, for advanced courses press 3.

If you're calling regarding starting new services press 1, if you are an existing customer and have questions about your account press 2, if you need technical assistance, please press 3 to reach the 24 hour technical support center.

## **Department Mailboxes**

You have reached the XYZ's general mailbox. Please leave your name, company name, telephone number, and a brief message, and a representative will return your call as soon as possible. Thank you for calling XYZ Company.

You have reached the XYZ sales message center. Please leave your name, company name, telephone number, and a brief message, and a sales representative will return your call as soon as possible.

You have reached the XYZ technical support center. Please leave your name, company name, telephone number, and a brief message, and a sales representative will return your call as soon as possible.

You have reached the XYZ customer support center. All of our agents are currently assisting other callers. Your call is very important to us. Please leave your name, company name, telephone number and a customer care representative will return your call as soon as possible. Thank you.