

Example IntelliPhone VoiceMail with Menu

Main Menu Example

Thank you for calling XYZ Communications -- makers of the XYZ-100 Communicator.

If you are interested in finding out more about the XYZ-100, press 1.

For order status or shipping information, press 2.

To speak with a member of our Technical Support staff, press 3.

For all other calls, press 0.

Corresponding Mailbox Announcements

Box 1 (During Business Hours): You have reached the Sales Department at XYZ. All of our representatives are currently assisting other callers, but your call is important. Please leave your name, telephone number, and a brief message.

Box 1 (After Hours): You have reached the Sales Department at XYZ. Our office is currently closed. Normal business hours are 8am to 5pm Central time Monday through Friday. Please leave your name, telephone number, and a brief message and we will return your call on our next business day.

Box 2: You have reached the shipping department at XYZ. To find out about an order being shipped, please speak the 10 digit order number at the tone. We will contact you at the number on file within 30 minutes.

Box 3. All of our support representatives are currently assisting other callers. If you are having difficulty with your XYZ-100, please be sure that you have plugged it into a standard wall outlet and that you have allowed a minimum of 30 minutes for the batteries to charge. If have already taken these steps and are still experiencing problems, please leave your name telephone number and a brief message along with the serial number on your XYZ device, and we will return your call in the order it was received.

Box 0. You have reached the general mailbox at XYZ. Please your name, telephone number and a brief message and we will return your call as soon as possible.

Menu Tips

Keep your menu short, but interesting. Most callers remember only 3 or 4 of the available choices.

Try not to repeat words within the menu and be sure the choices are clear to callers.

Menu sentences should be structured such that the action required (key to press) comes last.

Provide as much information as you can in your mailbox greetings and try to set an achievable expectation for callbacks. When referencing times, be sure to include your time zone since callers may be located in other time zones and unaware of your physical location.