**Auto Attendant**

**Introduction to Auto Attendant**

Since an Auto Attendant is the first thing a client hears when calling your company, it can be very stressful to make it sound perfect, so to relieve some of that pressure, we’ve put together some tips and tricks to get the perfect Auto-Attendant.

1. Keep it simple. Don’t use more than three levels in an Auto-Attendant, and don’t create too many options. If you have too many options, the caller will not remember them.

2. Make it short and sweet. Each recorded message should be no longer than 60 seconds.

3. Keep direct voicemail options to a minimum. If the client is calling outside business hours, they should be sent to the voicemail of the person who can help them best as quickly as possible, if no live help is available.

4. Maintain the flow of the menu. If the first option is “Press 1 for support”, don’t make the next one “Press 9 for sales”.

Note: It is also a good idea to ensure the order of your options makes sense. If most clients call for billing, then that should be the first or second option on the menu.

5. Listen to your recordings. Clients shouldn’t have to strain to hear the message, but it shouldn’t be deafening loud either, so making sure they are at the right speed, volume, and clarity is crucial.

6. Don’t make frequent menu changes. Find a menu structure that works and only changes a little to avoid confusing callers.

7. Keep your Auto-Attendants up to date. As employees come and go, it's vital to make sure that the Auto-Attendant is always correct.

8. Allow a live help option. Include a direct route to live assistance, such as “Press 0 for an operator.”

**Example Scripts**

Business Hours

"Thank you for calling Absolute Voice. If you know the extension you'd like to reach, you may dial it at any time. For service, press 1. For sales, press 2. For shipping and receiving, press 3. To hear our company directory, press 4. Otherwise please stay on the line and you will be connected with an operator."

Lunch

" Thank you for calling Absolute Voice. Our office is closed for lunch from 12 PM till 1 PM. If you know the extension you'd like to reach, you may dial it at any time. If you'd like to leave a voicemail, please listen to the following options. For accounting service, press 1. For sales, press 2. For shipping and receiving, press 3. To hear our company directory, press 4. To leave a general message, please press 5.

After Hours

"You have reached Absolute Voice. Our office is currently closed. Our office hours are Monday through Friday, 8 AM to 5 PM. If this is an emergency, please press 9. If you'd like to leave a voicemail, please listen to the following options. For accounting service, press 1. For sales, press 2. For shipping and receiving, press 3. To hear our company directory, press 4. To leave a general message, please press 5. Thank you for calling.”