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**Sample IVR (Auto Attendant) Greetings**

**Basic IVR Menu Example**

**<Sample Company 1> Main IVR Message**

Thank you for calling <Sample Company 1>

Your call may be monitored or recorded for training and quality purposes.

If you know your party's extension please dial it now or press star (**\***) for the company directory.

For Sales press 1.

For Support press 2.

For Billing press 3.

To hear these options again press 9.

To reach an operator please press 0 or continue to hold.

Thank you for calling.

**<Sample Company 1> After Hours IVR**

Thank you for calling <Sample Company 1>

You have reached us after hours. Our office hours are Monday through Friday 9:00 am to 6:00 pm eastern standard time. You may leave a message for the party you are trying to reach by dialing their extension now or press the star key for our company directory. To leave a message in the company’s general voice mailbox press 1.

If this is an emergency and you need to reach someone immediately, please press 2. [Route to outside number]

To hear these options again press 9 now.

Thank you for calling.

**(Optional, After Hours can also be used) <Sample Company 1> National Holiday IVR**

Thank you for calling <Sample Company 1>

You have reached us on a National Holiday. You may leave a message for the party you are trying to reach by dialing their extension now or press the star key for our company directory. To leave a message in the company’s general voice mailbox press 1.

If this is an emergency and you need to reach someone immediately, please press 2. [Route to outside number]

To hear these options again press 9 now

Thank you for calling.

**Multi-Level IVR Example**

**<Sample Company 2> Main IVR Message**

Thank you for calling <Sample Company 2>.

If you know your party's extension, you may dial it now or press star(**\***) for the company directory.

For Customer Service please press 1.

For Sales press 2.

For Accounting press 3.

For hours of operation & observed holidays press 4. [Hours & Observed Holidays IVR]

For directions & delivery appointments press 5 [Directions & Delivery Appt. IVR],

Or to hear these options again please press 9 now.

To reach an operator please press 0 or continue to hold.

Thank you for calling.

Hours & Observed Holidays IVR **[option 4]**

**- Our normal business hours are Monday through Friday from 8:30 a.m. to 5:30 p.m. Eastern Standard Time. A list of our observed holidays can be found on our website at www.samplecompany1.com or you may hear the list at the end of this announcement. Press # any time to return to previous menu.**

**- Observed Holidays**

**- <Sample Company 1> observes six US national holidays:**

**- January 1st - New Years Day**

**- Last Monday in May – Memorial Day**

**- July 4th – Independence Day**

**- First Monday in Sept. – Labor Day**

**- Fourth Thursday in Nov. – Thanksgiving Day and**

**- Dec. 25th – Christmas Day**

**If the National Holiday falls on a Saturday, the Friday before the holiday is observed, and if the holiday falls on a Sunday, the following Monday is considered a holiday.**

**To hear this message again, please press 9 or press # to return to the previous menu.**

 **Directions & Delivery Appointment Menu IVR [Option 5]**

**- For Directions to our Location 1 please press 1.**

**- For Directions to our Location 2 press 2.**

**- For Delivery appointments to our Warehouse press 3.**

**- To hear these options again press 9 or press # to return to the previous menu.**

**Location 1 Directions IVR [Optoin 1]**

 **Please note that you can also get directions to our Location 1 by**

 **visiting our website at www.company2.com.**

**From I-95 take exit 1 for Main Street and it is the 2nd brick building on the right side of the road.**

**To hear these directions again please press 9 or press # to return to the previous menu.**

 **Location 2 Directions IVR [Option 2]**

 **Please note that you can also get directions to our Location 2**

**by visiting our website at www.company2.com.**

**To hear these directions again please press 9 or press # to return to the previous menu.**

**Delivery Appointments IVR [Option 3]**

**Delivery appointments for our Location 2 are accepted between the hours of 8:30 am and 4:00 p.m. You can make a delivery appointment during business hours by pressing 1 any time during this message. [1 calls John].**

**To hear this message again please press 9 or press # to return to the previous menu.**

**<Sample Company 2> After Hours IVR Message**

Thank you for calling <Sample Company 2>. Our offices are presently closed. Our business hours are Monday through Friday 8:30 am to 5:30 pm eastern standard time. You may leave a message for the party you are trying to reach by dialing their extension now. For our company directory please press the star key or to leave a message in our company’s general mailbox press 1.

For hours of operation & observed holidays press 4. [Hours & Observed Holidays IVR]

For directions & delivery appointments press 5 [Directions & Delivery Appt. IVR]

If this is an after hour emergency and you need to reach someone immediately …please press 4. [Route to an outside number]

To hear these options again please press 9.

Thank you for calling.

**(Optional, After Hours can also be used) <Sample Company 2> National Holiday IVR Message**

Thank you for calling <Sample Company 2>. Our offices are presently closed in observance of a National holiday. Our business hours are Monday through Friday 8:30 am to 5:30 pm eastern standard time. You may leave a message for the party you are trying to reach by dialing their extension now. For our company directory please press the star key or to leave a message in our company’s general mailbox press 1.

For hours of operation & observed holidays press 4. [Hours & Observed Holidays IVR]

For directions & delivery appointments press 5 [Directions & Delivery Appt. IVR]

If this is an after hour emergency and you need to reach someone immediately …please press 4. [Route to an outside number]

To hear these options again please press 9.

Thank you for calling.

**If you need any assistance or have questions, please do not hesitate to contact our friendly**

**Customer Support by email** **support@envoi.com** **or call 877-495-9604 opt. 2**