

## To Record an Auto Attendant Greeting:

1. Dial \*987, you will hear “please record your new voice prompt after the beep”
2. Once you’re finished recording your greeting you will need to select “#”
3. You will now hear the greeting you recorded
4. The system will prompt you to select “1” to accept your recording, if you would like to re-record please select “2”

## SAMPLE AUTO-ATTENDANT SCRIPT:

- *Thank you for calling \_\_\_\_\_. If you know your party’s extension, please dial it now.*
- *To dial by last name, please press \_\_\_\_.*
- *For Accounting, please press \_\_\_\_.*
- *For Customer Service, please press \_\_\_\_.*
- *To reach the operator, please press 0.*

**Once completed please email us the Distribution List of who is associated with each department for example customs will be directed to specific employees/extensions.**