|  |  |
| --- | --- |
| Customer ID:  | System Phone Number:  |
| Voice Talent Name:  | Contact Name & Number:  |

**FreedomVoice Script Request Form**

This form is intended to walk you through scripting and requesting a price quote for having your FreedomVoice service recordings made by a professional voice talent. You may request that any or all of the recordings on your service be professionally recorded to your desired script by completing the steps in this form. If you do not wish to have a particular recording made, simply skip that step. The quote you receive will include only those recordings for which you have provided a script.
**Step 1: Understanding Your Auto Attendant**

Your auto attendant greeting professionally answers and routes your callers to the extensions on your service. To help you script your auto attendant, the table below shows the default destination callers will land on when pressing a key while listening to this recording (or your After Hours recording if you have configured this feature). You may request to change this routing using the “Requested Destination” column for each key. Please check with your FreedomVoice Support agent to make custom adjustments.

|  |  |
| --- | --- |
| Key | Default Destination |
| 0 | Ext. 800 |
| 1 | Ext. 801 |
| 2 | Ext. 802 |
| 3 | Ext. 803 |
| 4 | Ext. 804 |
| 5 | Ext. 805 |
| 6 | Fax Back |
| 7 | Default Extension *(typically 800)* |
| 8 | Company Directory  |
| 9 | Repeat Auto Attendant |
| # | Dial By Name Directory |
| None | Default Extension *(typically 800)* |

**Step 2: Scripting the Auto Attendant Greeting**

The auto attendant recording is your opportunity to professionally welcome your callers and help steer them to the appropriate department or person within your organization. This can also be a good place to mention frequently asked information, such as business hours or store locations.

**Sample (Please Edit and Customize for your Business):**

**“Thank you for calling ABC Design Company - where we make your designs come to life. If you know your party’s extension you may dial it at any time. For Sales, press 1. For Support, press 2. For Billing, press 3. To speak to the Operator, press 0. Please make your selection now or press 9 to hear these options again.”**

**Step 3: Scripting the After Hours Greeting**

The After Hours recording is an optional recording that can be set up to play outside of business hours to let your customers know you are unavailable.

**Sample (Please Edit and Customize for your Business):**

**“Thank you for calling ABC Design Company. Unfortunately, we are currently closed. We are open Monday through Friday, 8:00 AM to 5:00 PM Pacific Standard Time. To leave a message with our Sales department, press 1. For Support, press 2. For Billing, press 3. Please make your selection now or stay on the line to leave your name and number after the tone and we will return your call during normal business hours.**

**Step 4: Scripting Your Voicemail Greetings**

Your voicemail greetings play whenever forwarded calls are unanswered. These recordings prompt your callers to leave a message and are a good opportunity to reassure your caller that you will return their call or otherwise follow up when you are available to do so.

You may provide an individual script for any extension on your service, or list multiple extensions to share the same greeting. Provide the extension number or numbers in the “Extension(s)” column below, or list “ALL” if you want the greeting used for all extensions on your service.

**Sample (Please Edit and Customize for your Business):**

* **Sales: “Thank you for calling ABC Design’s Sales department. We’re sorry we missed your call. Please leave your name, phone number at the tone and a sales representative will return your call as soon as possible.”**
* **Support: “Thank you for calling ABC’s support department. We’re sorry we missed your call. Please leave your name, phone number, customer ID number, and any support ticket reference number at the tone and a support technician will return your call as soon as possible.”**
* **Individual Extension: “You have reached the voicemail for Jane with ABC Design. I’m sorry I’m not available to take your call at this time. Please leave your name and number at the tone and I will return your call as soon as possible.”**

**Step 6: Scripting Your Company Directory**

Your company directory is intended to allow you to list all extensions available on your service beyond those you reference from your auto attendant greeting. This is a good opportunity to list personal extensions for individuals within your organization. This directory is accessed by callers dialing “8” from your auto attendant. If you intend to use this feature, be sure to give callers this option in your auto attendant script.

**Sample (Please Edit and Customize for your Business):**

**“For the Operator, dial 800. For the Sales team, dial 801. For Support, dial 802. For Billing, dial 803. For Jane Doe, dial 804. For Hank Browner, dial 805. …”**

**Step 7: Scripting Your On-Hold Message**

Your music on hold during forwarded calls can be customized with a recorded message to provide valuable information, reassure callers that you will answer their call soon, or even use this opportunity to provide a promotional message.

**Sample (Please Edit and Customize for your Business):**

* **Reassure:** “Thank you for holding, your call is very important to us. Please continue to hold for the next available representative. If you do not wish to hold and would like to leave a message, please press any key to record your message after the tone and we will return your call as soon as possible.”
* **Promotional:** “Thank you for holding, a sales representative will be right with you. Did you know ABC Design will beat any competitor’s price? Ask your representative about our lowest price guarantee!”

By default, your on-hold message will not include music playing in the background, though it may be inserted between hold music. If you would like your message to have music mixed into the background, check “YES” to the first question below. Please note an additional $25.00 will be added to your script quote for mixing music.

You may provide your own music under the condition you have the appropriate license to use. Otherwise, you may choose from one of our four music genres and we will provide the hold music to mix with your message.

Would you like background music for this recording? \_\_\_\_\*\_\_ YES \_\_\_\_\_\_ NO

If YES, will you be providing your own music? \_\_\_\_\_\_ YES \_\_\_\_\_\_ NO

 If you will not be providing your own music, which genre of music would you like to use (choose one)?

\_\_\*\_\_\_\_ Easy Listening \_\_\_\_\_\_ Jazz \_\_\_\_\_\_ Rock \_\_\_\_\_\_ House

**What happens next?**

1. Once we receive this form, we will work with our professional voice talent partners to secure a quote for the desired work and pass that quote back to you for your approval.
2. Once we receive your approval to proceed, recordings will be created within five business days and we will send them to you to review.
3. You will then be able to log in to your FreedomVoice dashboard and upload your greetings.