



**8x8, Inc.**

# 8x8 Professional Audio Production

## Sample Scripts

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## Sample Scripts

The following sample scripts exemplify several common types of auto-attendant greetings; menus and message on hold structures. (If required, script development consultation is available for an additional fee.)

## Sample Voice Prompts & Greetings

### DAY GREETING WITH EMPLOYEE DIRECTORY OPTION

Thank you for calling [COMPANY NAME].

If you know your party's extension, you can enter it at anytime.

For our employee directory, press 1

Or press 0 to speak with our receptionist.

{EMPLOYEE DIRECTORY SUB MENU} - (this is an example of what callers will hear after the prompt ... "For our employee directory, press 1")

For Joe Smith, please enter two-zero-zero.

For Jack Knife, enter two-zero-one.

For Jane Doe, two-zero-two.

For John B. Quick, two-zero-three.

To repeat this menu, please press pound.

### DAY GREETING WITH DEPARTMENTAL MENU

Thank you for calling [COMPANY NAME]

For Customer Service, press 1

For Sales, press 2

For Tech Support, press 3

For Accounting, press 4

To repeat this menu, press 9, or, press 0 for our receptionist.

**DEPARTMENTAL DAY GREETING** - This is an example of what callers will hear after the prompt... "For Customer Service, press 1"

Our Customer Service representatives are currently assisting callers and look forward to speaking with you. Please hold for assistance.

### NIGHT GREETING

Thank you for calling [COMPANY NAME]. Our offices are currently closed. Our regular business hours are Monday through Friday from 8 am to 6 pm. Please leave a message with your name and contact information, and we will get back to you during the next business day. You can also visit our website at [www.company.com](http://www.company.com), or email us at [info@company.com](mailto:info@company.com).



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## Sample Message On Hold Program Structure

### Paragraph #1

Begin with an intro greeting: “Thank you for calling XYZ Company. You will be assisted in just a moment...”

Then continue by detailing general info about the company:

- Years in business (if applicable)
- Location (if applicable)
- Business hours (if applicable)
- Gist of what the company does; general summary of what the company provides
- If the company has a slogan, you can end the paragraph according: {“XYZ Company – bringing you the best since 1976”}

### Paragraph #2

Continue by expounding upon the client’s Primary services/products.

You can end the paragraph with a closing such as:

“For more information, speak with a member of our staff when we return to the line.”

“Be sure to ask for more details.”

### Paragraph #3

Expound upon the client’s Secondary services/products; cross-sell important items the client’s callers may not know about.

### Paragraph #4

If the client has a USP (Unique Selling Proposition) be sure to include it. It’s important to tell callers about what makes this company unique to the industry. How do they stand out from the competition?

### Paragraph #5

If applicable, inform callers of the client’s website and describe what can be viewed there: testimonials, FAQs, directions, product catalogs. Also promote any social media information like Facebook Fan page, Twitter account, blog, etc.



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