

AUTO ATTENDANT RECORDING

Provide an audio message that directs callers to the correct department or extension, record an instructional greeting. When you have finished recording, please send an email confirmation to request programming.

TO RECORD THE AUTO-ATTENDANT:

1. Dial **1-646-351-8568**.
2. Press **1** to record the Auto Attendant greeting.
3. Enter the prompt number provided by SCC, followed by **#**, and record your greeting.
4. When you are done recording the greeting, press **#** again and hang up.
5. To listen to your greeting, dial the previous number and press **2** to review your greeting.

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 Customer Service, please press ____.*
- *For Accounting, please press ____.*
- *To reach the operator, please press 0.*

PLEASE NOTE THAT TO SET UP YOUR AUTO ATTENDANT, YOU WILL FIRST NEED TO RECORD YOUR AUTO ATTENDANT AND PROVIDE SCC WITH A DISTRIBUTION LIST DETAILING WHICH EMPLOYEES ARE ASSOCIATED WITH EACH DEPARTMENT.