

RECORDING IVR/PHONE GREETING SOUND PROMPTS



NOTE: These instructions are for sound-prompt greetings only, such as an open, closed, holiday or inclement weather greeting. They are not for individual voice-mailbox greetings.

Recording a sound-prompt greeting is easy! Use your phone handset (or headset if available) as a microphone and do the following:

- Dial *55 [send] when connected. You will hear a tone.
- Record your message. When done, press #.

Choose one of the following options:

- To accept, press 1 (This saves the recorded message and provides the wave file number.)
- To listen to the greeting message, press 2.
- To re-record, press 3.

If you press 3 to re-record, you will hear the tone. Immediately start recording your message again.

Once you have saved your greeting by pressing 1, you will get a message back with a wave file number, e.g., 1234. Make note of the number. If you are conducting multiple greetings, make note of each file number.

Once your greetings have been recorded and saved with a wave file number, you need to notify nexVortex to input the wave file(s) for you. Follow these simple steps for notifying nexVortex:

- Email support@nexVortex.com.
- Include your company name and account number.
- Include instructions and wave file number(s) on what each prompt is for.
 - Example: "Please add wave file number 1234 for our open greeting."
- Be sure to include contact information in your email in case nexVortex has any questions. nexVortex will respond when completed.

SAMPLE GREETINGS

OPEN GREETING	CLOSED GREETING
<p>Thank you for calling ABC Financial.</p> <p>For our dial-by-name directory, press 1.</p> <p>To make an appointment with a financial services advisor, press 2.</p> <p>To speak to the operator, press 0.</p>	<p>Thank you for calling ABC Financial. You have reached us outside of our normal business hours of Monday through Friday from 8:00 a.m. to 5:00 p.m.</p> <p>Please leave a message and we will get back to you the next business day.</p>
<p>Thank you for calling XYZ Health Care. If this is an emergency, please hang up and dial 911.</p> <p>To schedule an appointment, please press 1.</p> <p>To request a prescription refill, press 2.</p> <p>To speak to a nurse, press 3.</p>	<p>Thank you for calling XYZ Health Care. If this is an emergency, please hang up and dial 911. You have reached us outside of our normal business hours of Monday through Friday from 9:00 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m.</p> <p>Please leave a message including your name, call-back number, and reason for your call. We will contact you the next business day.</p>

HOLIDAY GREETING	INCLEMENT WEATHER
<p>Thank you for calling ABC Décor. We will be closed for the holiday.</p> <p>Please leave us a detailed message and we will contact you upon our return.</p>	<p>Thank you for calling ABC Roofing. Our office is currently closed due to inclement weather. Our regular business hours are Monday through Saturday from 9:00 a.m. to 5:00 p.m. If you know your party's extension, you may dial it at any time.</p> <p>For Sales, please press 1.</p> <p>For Repair, please press 2.</p> <p>To leave a message with our receptionist, press 3.</p>
<p>Thank you for calling WWW Windows. We will be closed for the holiday and opening back up on (mm/dd) at 9:00 a.m.</p> <p>Please leave us a message along with your name and contact number. We will get back to you when we return.</p>	<p>Thank you for calling XYZ Cleaning. Due to inclement weather, our office is closed.</p> <p>Please leave us a detailed message including your name, phone number, and reason for your call and we will get back to you as soon as possible.</p>