gotvmail
the entrepreneur's phone system™

Sample GotVMail System - 2 employees

Extension Name: Main Greeting

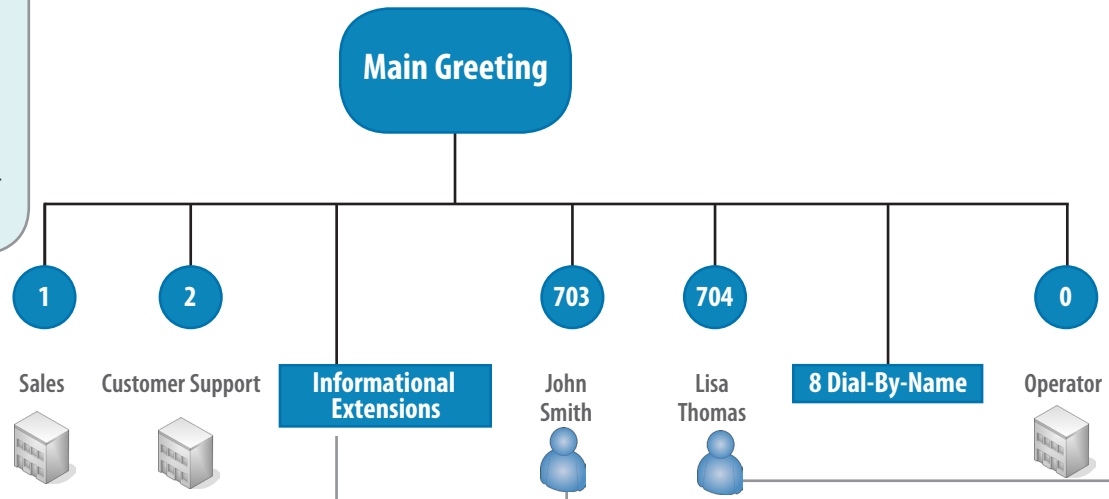
Mailbox Greeting: "Thank you for calling ABC Company. If you know your party's extension, please dial it now or dial 8 for the Dial-by-Name directory. For sales, press 1. For customer support and billing, press 2. For directions to our office, press 3. Otherwise, please press 0 for the operator. To hear these options again, please hold."

Extension Name: Sales

Accessed By: Pressing 1 or 701

Forwards To: John's Office. If no answer, will forward to his Cell Phone. If no answer, the caller will hear the Sales Mailbox Greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Thank you for calling ABC Company. Please leave your name and number and a SALES representative will return your call shortly."



Extension Name: Operator

Accessed By: Pressing 0

Forwards To: Lisa's Cell Phone and then, if no answer, to John's Office. If no answer, the caller will hear the Operator Extension Greeting, and can either leave a message or transfer to another extension.

Extension Greeting: "Thank you for calling ABC Company. All representatives are assisting other customers. Please leave your name and number and a representative will return your call shortly."

Informational Extension 3

Accessed By: Pressing 3

Main Info. Ext. 3 Greeting (Leg 0): "Directions to ABC Company. Press 1 if you are coming from Route 128 South. Press 2 if you are coming from Route 93 North. To return to the previous menu, press 9. At anytime you may press 701 for Sales, 702 for Customer Support or press 0 for the operator."

Info. Ext. 3 Leg 01: "From 128 South, take exit 15A. To repeat these directions, press #. To return to the previous menu, press 9. At anytime you may press press 701 for Sales, 702 for Customer Support or press 0 for the operator."

Info. Ext. 3 Leg 02: "From 93 North, take exit 8. To repeat these directions, press #. To return to the menu, press 9. At anytime you may dial 701 for sales, 702 for support or press 0 for the operator."

Extension Name: John Smith

Accessed By: Pressing 703 (Pressing 3 will take callers to Info. Ext. 3 since it is activated and in use).

Forwards To: John's Cell Phone. If no answer, the caller will hear John's Extension Greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Hi, you've reached John Smith. Please leave your name and number and I'll return your call as soon as I can. "Thank you."

Extension Name: Lisa Thomas

Accessed By: Pressing 4 or 704

Forwards To: Lisa's Cell Phone and, if no answer, to her Home Phone. If no answer, the caller will hear Lisa's Extension Greeting, and can either leave a message, transfer to another extension, or can press 0 for the operator.

Extension Greeting: "Hi, you have reached Lisa Thomas. Please leave your name and number and I will return your call as soon as possible. Thank you."

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