

# Auto Attendant Script Templates

## General Greeting Scripts

### Example 1: **Welcome & Main Menu**

Hello, and thank you for calling *[Company Name]*, *[insert company's mission statement or slogan]*. We are located at *[address]*. Normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. If you already know the extension you wish to reach, you may enter it at any time. Otherwise, please listen carefully to the following menu:

- To continue in Spanish, press one.
- To continue in French, press two.
- To reach the floral department, press three.
- To reach the furniture department, press four.
- For groceries and produce, press five.
- For all other departments or to speak to a live agent, please stay on the line and the next available agent will be with you shortly.

## After-hours Scripts

### Example 2: **General Voicemail Forwarding**

Thank you for calling *[Company Name]*. We're sorry—it seems you've called outside of our regular business hours, which are 8:00 a.m. to 5:00 p.m., Monday through Friday.

- To leave a voicemail message, please dial your extension now.
- If you wish to leave a message in our general voicemail box, please stay on the line. Messages left in our general voicemail box are monitored and will be addressed within the next business day. Thank you.

### Example 3: **Answering Services Script**

Thank you for calling *[Company Name]*. If you hear this message, you are calling outside regular business hours, which are 8:00 a.m. to 5:00 p.m., Monday through Friday.

- If you require immediate assistance, please stay on the line, and you will be forwarded to our after-hours call center.
- Otherwise, please hang up and call back during regular business hours. Thank you.

### Example 4: **Emergency Services or Medical Office Script**

Thank you for calling *[Company Name]*. If this is a medical emergency, please hang up and dial 911. If you hear this message, you are calling outside regular business hours, which are 8:00 a.m. to 5:00 p.m., Monday through Friday. If you'd like to leave a message, please stay on the line to leave a voicemail, and it will be returned in the order it was received. Thank you.

### Example 5: **Immediate Customer Support**

Thank you for calling *[Company Name]*. Our office is currently closed. Business hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

- If this is a business emergency, press one.
- If you'd like to leave a voicemail, press two.
- Otherwise, please hang up and call back during regular business hours. Thank you.

## Holiday Scripts

### Example 6: **General Purpose Holiday Hours Script**

Thank you for calling *[Company Name]*. In observance of *[holiday]*, our offices are currently closed. We'll be back to normal operations on *[date]*.

- Please feel free to leave a message by staying on the line.
- Otherwise, please call back during our regular business hours of 8:00 a.m. to 5:00 p.m. Thank you and happy holidays.

### Example 7: **Holiday Help Line**

Thank you for calling *[Company Name]*. In observance of *[holiday]*, our offices are currently closed. We'll be back to normal operations on *[date]*.

- If this is a business emergency, please press one to be directed to our urgent response team.
  - If you'd like to leave a message, press two, and we'll get back to you as soon as we return to the office.
  - Otherwise, please call back during our normal business hours of 8:00 a.m. to 5:00 p.m.
- Thank you and happy holidays.

## Disaster Recovery Scripts

### Example 8: **Disaster Recovery Script**

Thank you for calling *[Company Name]*. Recent flooding in the area *[or a similar description of the disaster]* has temporarily closed our office. However, we are still dedicated to *[insert mission statement]*.

- If your matter is urgent, press one to be routed to our *[location]* branch.
- Otherwise, please leave a voicemail in our general voicemail box. An agent will return your message as soon as we can. Thank you, and have a great day.

### Example 9: **Disaster Recovery Help Line**

- Thank you for calling *[Company Name]*. Due to the recent *[disaster]*, our office has closed temporarily. We're sorry for the inconvenience. Please message us at *[Company email address]* or on *[social media channel]* if you'd like to contact our business. An agent there will be able to handle your request. We hope to serve you soon.

## Marketing Campaign Scripts

### Example 10: Learn More Promotional Campaign Script

You've reached *[Company Name]*.

- If you're calling about our current promotion regarding free oil changes for life, please press one.
- To be directed to customer service, press two.
- Otherwise, please stay on the line.

## Individual Extension Scripts

### Example 11: Routine Personal Voicemail Greeting

You've reached the inbox of *[Name]*. Sorry I wasn't able to take your call. I'm away from my desk or on another call. Please leave your name, telephone number, and a brief message, and I'll return your call as soon as I can. Thank you.

### Example 12: Notice of Short-term Absence

You've reached the inbox of *[Name]*. I am out of the office today and will return on *[date]*. If you need immediate assistance, please dial extension *[number]*, and an agent will be with you. Otherwise, please leave me a message, and I will return your call when I'm back. Thank you.

### Example 13: Notice of Long-term Absence

You've reached the inbox of *[Name]*. I will be out of the office between the dates of *[date]* and *[date]*. For immediate assistance, please contact *[colleague's name]* at *[extension]*. If you'd like me to return your call, please leave a message, and I'll call you back when I return. Thank you.

## Industry-specific Scripts

### Example 14: **Law Firm**

Thank you for calling *[Law Firm Name]*. If you already know the extension you want to reach, you may dial it now. Otherwise, please stay on the line and listen to our menu options:

- If you're calling to get an initial divorce consultation, press one.
- If you are calling to discuss legal options for custody, press two.
- If you want to talk to a paralegal, press three.
- To speak to a live agent, press four.

### Example 15: **Medical Clinic**

Thank you for calling *[Medical Clinic Name]*.

- If you're calling because of a life-threatening emergency, kindly hang up and dial 911.
- If you want to make an appointment, press one.
- If you're calling to reschedule an appointment, press two.
- If you wish to cancel an appointment, press three.
- If you want to request a medical record, press four.
- For billing inquiries, press five.

### Example 16: **Banks**

Thank you for calling *[Bank Name]*.

- For debit card-related inquiries, press one.
- For loan- and credit card-related questions, press two.
- For online or mobile banking inquiries, press three.
- For other concerns, please remain on the line, and one of our representatives will be with you shortly.