

Auto Attendant Tips and Tricks

Scope:

Since an Auto-Attendant is the first thing a client hears when calling your company, it can be very stressful to make it sound perfect, so to relieve some of that pressure, we've put together some tips and tricks to get the perfect Auto-Attendant.

1. **Keep it simple** . Don't use more than three levels in an Auto-Attendant, and don't create too many options. The human brain can only remember 7 bits of information at a time, so 7 options should be your maximum.
2. **Make it short and sweet.** Each recorded message should be no longer than 60 seconds.
3. **Keep direct voicemail options to a minimum** . If the client is calling outside business hours, they should be sent to the voicemail person who can help them best as quickly as possible, if no live help is available.
4. **Maintain the flow of the menu** . If the first option is "Press 1 for support", don't make the next one "Press 9 for sales".
Note: It is also a good idea to ensure the order of your options makes sense. If most clients call for billing, then that should be the first or second option on the menu.
5. **Listen to your recordings.** Clients shouldn't have to strain to hear the message, but it shouldn't be deafening loud either, so making sure they are at the right speed, volume, and clarity is crucial.
6. **Don't make frequent menu changes.** Find a menu structure that works and only changes a little to avoid confusing callers.
7. **Use an editor for recordings.** Many free sound editors like Audacity can delete long pauses, shorten recordings, and improve sound quality overall.

8. **Keep your Auto-Attendants up to date.** As employees come and go, it's vital to make sure that the Auto-Attendant is always correct.
 9. **Allow a live help option.** Include a direct route to live assistance, such as “Press 0 for an operator.”
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Example Scripts

Business Hours

"Thank you for calling Acme Company. If you know the extension you'd like to reach you may dial it at any time. For accounting, press 1. For sales, press 2. For support, press 3. To hear our company directory press 9. Otherwise please stay on the line and you will be connected with an operator."

Lunch

"Thank you for calling Acme Company. If you know the extension you'd like to reach you may dial it at any time. All our agents are currently busy at the moment, but if you'd like to leave a voicemail, please listen to the following options. For accounting, press 1. For sales, press 2. For support, press 3. To hear our company directory press 9. Otherwise please stay on the line and you will be connected with an operator." (You could set the same Auto-Attendant recording for lunch, and have the options go to a specific person's voicemail instead.)

After Hours

"Thank you for calling Acme Company. Our office hours are Monday through Friday, 9 AM to 5 PM. If this is an emergency, please dial 9 and you will be transferred to an operator. Otherwise, please leave your name, number, and a brief message and we will return your call during the next business day.



Auto Attendants

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