



North Florida Communications

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Auto-Attendant Recording Tips

These are general tips for recording Auto-Attendant Greetings, ways to make your greeting sound better and more professional.

1. Write a script.
 - a. Write it in a word processor to make changes easier, both now and later.
 - b. Make it short and to the point.
 - c. Avoid Unnecessary Phrases.
 - d. If you must create a lot of different options, use sub-menus.
2. Always have a Zero Option.
 - a. Make sure someone answers the "0" calls during normal business hours.
 - b. Make sure "0" calls go to voice-mail after hours.
 - i. Return calls ASAP!
3. Preparing to Record
 - a. Go somewhere quiet.
 - b. Practice your script. Out loud.
 - c. Get some hot coffee or hot tea.
4. Making the Recording
 - a. Always use the handset. Never use the speakerphone.
 - b. Check to make sure your posture is good.
 - i. Standing up is even better.
 - c. Take a deep breath before recording.
 - d. Smile while recording.
 - e. Speak slightly slower than normal.
 - f. Make an extra effort at pronunciation.
5. Check the Recording.
 - a. Always take time to listen to your recording.
 - b. If it doesn't sound good, do it again!