

Dial Plan/AA Tree

Company Name:

Company Physical address:

Company PH#:

Company Fax #

Company Business Hours:

Main Contact Person:

Contact Person Direct PH#:

Contact Person Email address:

Important Note regarding Greeting Audio Files:

You have 2 options for writing & recording all the required Greetings for all the audio files in your Dial Plan:

- Write & Record your own messages (No cost to you, we can show you how, it's very simple)
- Use our Professional OHM Services to write & record all your greetings for you, this option comes with licensed background music (**Monthly fee/site applies...Your assigned creative writer will contact you to discuss all your greetings info if you go with this option**)

Whether you produce your own audio files or we do, EVS will upload them into the right spots in your dial plan at no extra cost.

- Please email all your desired future Dial plan changes to support@expertvoipsolutions.com

1- Main Greeting:

This is the first greeting your customers hear when they call your company.

Example:

" Thank you for calling Expert VoIP solutions, we are located at 8027 Bronco Ln, in Lago Vista, Texas. Our business hours are M-F: 8-5, we are closed on Saturday & Sunday.

Please select one of the following options:

- 1- For sales Press 1
- 2- For tech support press 2
- 3- for accounting press 3
- 4- To hear our current promotions, press 4
- 5- To hear this message again, press 0

- Reminder: Your Assigned Creative Writer will contact you to discuss, if you're using our Professional OHM Services)
- Please email us your recorded main greeting to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name this file: **Main Greeting** (MP3, or WAV format only)

2- Main Menu Options (Call tree/Auto Attendant):

You can list up to 9 options to execute specific actions, from calling a specific extension or giving specific information about anything you desire (Product info, promotions, company news, awards & accomplishments...etc.).

Please list all desired menu options below (You do not have to use all 9 options):

- Please provide a list of your desired "Menu options whether you're recording your own or using our professional OHM Services to write & record...This will help us design the dial plan.

Reminder: Your Assigned Creative Writer will contact you to discuss, if you're using our Professional OHM Services)

Please email us your recorded "Main Menu" greeting to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name this file: **Main Menu** (MP3, or WAV format only)

- 1-
- 2-
- 3-
- 4-
- 5-
- 6-
- 7-
- 8-
- 9-

3-Schedules:

Your dial plan includes 2 schedules:

1. Main Business Schedule (M-Fr, Sat, Sun)
 - a. M-F Hours:
 - b. Sat Hours:
 - c. Sunday Hours:
 - d. Lunch Hour:
2. Holiday Schedule (for the Holidays you decide to be closed)
 - a. Let us know which Holidays your business will be closed on...Please list these Holidays below, or let us know 2 weeks before the desired Holiday date:

4- Holiday Greetings:

- It is a good idea to have a standard non-specific Holiday greeting, this way you can use the same greeting for all Holidays...That will save you money on redos
- **Example:** We are closed for the Holiday, please visit us online at www.yourwebsite.com, or leave us a message and we'll be glad to call you when we're back in the office, wishing you and your family a fun and safe Holiday.

Use a standard Holiday Greeting

Use a specific Holiday Greeting for each Holiday (your Assigned Creative Writer will contact you to discuss if you're using our professional OHM Services)

Please email us your recorded Holiday greeting to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name this file: **Holiday Closed** (MP3, or WAV format only)

5- Voicemail & Afterhours Greetings (2 Greetings):

- 5- During Business Hours VM greeting (When you miss a call during business hours)
- After Hours VM greeting (When you miss a call outside your business hours)

Use a standard VM greetings

Use a specific VM Greetings (your Assigned Creative Writer will contact you to discuss if you're using our professional OHM Services)

Please email us your recorded Voicemail & Afterhours greetings to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name as follows : **Voicemail, Afterhours** (MP3, or WAV format only)

6- Message on Hold Greeting:

You have a great opportunity to market to your clients while they're on hold. The Message on Hold can include some of the following information:

- Current promotions
- Making clients aware of new or upcoming products
- Company news
- Accomplishments to brag about
- Instructions
- FYIs...Whatever you think gets your customers' interest

Your Assigned Creative Writer will contact you to discuss if you're using our professional OHM Services

Please email us your recorded Message on Hold greeting to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name this file: **OHM** (MP3, or WAV format only)

6-Additional Main Menu related audio files:

Depending on what options you include in your Main menu options, additional audio files will be needed...Example: if one of the options is to list current promotions, company events & news, upcoming products & services...etc.

Your Assigned Creative Writer will contact you to discuss if you're using our professional OHM Services)

Please email us your recorded Message to support@expertvoipsolutions.com, if you are writing & recording your own audio files...Please name this file: **give it a logical name that relates to what the message is about, like: Promotions, Company news, new products...etc.** (MP3, or WAV format only)

Additional Notes & Instructions: