

# 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:

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## 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](mailto:support@expertvoipsolutions.com)
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## 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](mailto: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](mailto: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](http://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](mailto: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](mailto: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](mailto: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](mailto: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: