

Dial Plan & AA Tree

Company Name	
Physical Address	
PH#	Fax#
Business Hours	
Contact Name	
Contact's Title	
Contact PH#	
Contact Email	

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:

- ☐ Use EVS own Voice talent to write and record all your greetings (least expensive option and fastest turnaround that includes unlimited changes.
- ☐ Use our Professional OHM Services to write & record all your greetings for you (this option is offered via our OHM partner (more expensive, limited total # of updates and slower turnarounds)
- ☐ Please email all your desired future Dial plan changes (like hour changes) to support@expertvoipsolutions.com

Greetings Audio Files

Your files will include the following Announcements:

Note 1:

Your Customer Service Representative will contact you and work with you on composing all your greetings

Note2:

In the future, please always email us your desired 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
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)...Remember your customer Service representative will call you to assist you with this list:
1- Press 1 for	
2- Press 2 for	
3- Press 3 for	
4- Press 4 for	
5- Press 5 for	
6- Press 6 for	
7- Press 7 for	
8- Press 8 for	
9- Press 9 for	

Schedules

Your dial plan includes 2 schedules:

1- Main Business Hours Schedule	These are the hours when your company is open for business
M-F (if all week days are same)	
Monday Hours	
Tuesday Hours	
Wednesday Hours	
Thursday Hours	
Friday Hours	
Saturday Hours	
Sunday Hours	
2- Holiday Schedule	For all the Holidays dates & hours you decide to be closed...Please email us theses dates and hours at least a week in advance before the Holiday date
New Year's Eve	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
New Year's Day	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Good Friday	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Memorial Day	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Juneteenth	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
4th of July	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Labor Day	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Thanksgiving	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:

Christmas Eve	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Christmas Day	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Other Holiday 1	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:
Other Holiday 2	☐ Closed, ☐ Open, ☐ Open for limited hours From: to:

3- Holiday Greetings	This message informs your clients that you are closed for the Holiday. - It is a good idea to have a standard non-specific Holiday greeting, this way you can use the same greeting for all your Holidays promptly...That will save you money on redoes. Example: Thank you for calling Expert VoIP Solutions, 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 return your call as soon as we're back in the office, wishing you and your family a fun and safe Holiday.
Choose your Holiday Greeting Type	☐ Use a standard Holiday Greeting ☐ Use a specific Holiday Greeting for each Holiday
4- Voicemail & Afterhours Greetings (2 Greetings):	There are 2 voicemail greetings: During business hours, when you miss a call during business hours: - During business hours voicemail greeting thanks the client for the call, informs them you're busy with other clients and assures them you'll call them back ASAP After business hours, when your clients call after you're closed for the day - Usually, after-hours greeting thanks the client for calling, informs them they reached you after hours and sends them to voicemail

5- On Hold Message Greeting	1. This is the message that your clients hear while they are on hold waiting for a representative to answer the phone or return back to the call after being placed on Hold. 2. This is your opportunity to inform and educate your clients while you have them as a captive audience on the phone, you can share some or all the following info: • Current promotions • Making clients aware of new or upcoming products • Company news • Accomplishments to brag about • Instructions • Employment opportunities with your company • FYIs...Whatever you think gets your customers' interest • Your CSR will work with you on composing this greeting
Message on Hold content Request...Please include the following:	Please list anything specific you'd like to include in your OHM Message:
6- Emergency/Temporary Closure Message	This message is good to have when you have emergency closures like when there's: • Bad weather, • Power outages, • Staff shortage issues • Equipment issues • Building safety issues We highly recommend a standard message that can be used for across the board... Example: We are temporarily closed, please check back with us later, or visit our website at www.expertvoipsolutions.com for more information, we apologize for the inconvenience and looking forward to hearing back from you.

Client's Contact
name _____ Title _____ Date: _____

Signature _____

EVS Representative _____