

Creating the Perfect Voicemail Greeting

Our Goal

- Coworkers and clients can experience clear and efficient communication.
- Professionalism and care are apparent in all that we do.

Follow these steps to create perfect voicemail greetings every time! Use the examples on the next page to help you draft your messages.

Step	Task	Details
1 	Learn Phone Functions	Make sure you know how to: • Set an away greeting • Replay to hear the greeting • Change the greeting • Identify when you have voicemail messages • Check your messages *Use your Call Log to write down messages and track your responses.
2 	Make a Script	Write down a script and practice a few times before recording.
3 	Keep it Simple	Messages should ideally be no more than 30 seconds.
4 	Your Info	Include the needed info in your greeting including: • Your name • Company &/or role • Expected Response time *Company name should always be included if you receive client calls.
5 	Requested Info	Ask the caller for any information they should provide. This should include at least: • Their name • Their contact number • The reason for their call * Additional info may include account or reference numbers
6 	Special Messages	When setting “Out of Office” or Vacation messages include the following: • Date of Return (if known) • Expected Response Time • Alternate Contact Options or Emergency Procedures *Make sure to change your Voicemail greeting upon return.

Getting Started

Some examples have been provided to help you draft your scripts for your voicemail. Feel free to revise these to match your needs using the steps on page one.

Message Type	Description	Example
Basic Message	• Away from Desk • On another Call • Outside of office hours	"Hello, this is ____, the [role] at [company]. I am unavailable to answer your call at this time, but respond to messages within 24 hours Monday-Friday. Please leave your name, number, and a brief summary of the reason for your call and I'll return your call as soon as possible."
Basic Message with Alternate Contact	• For those with an alternate contact number or person.	Basic message plus: "If you are calling in regards to ____ and need immediate support you may reach out to [person] at [number]."
Vacation/Away Message	• For use when away from the office during business hours or for multiple days.	"Hello this is ____, I am away from the office with an expected return on [date]. Upon return, messages will be returned in order, within 48 hours. If you need immediate support with [task] you may reach out to [person/role] at [number]. For messages, please leave your name, number, and a brief summary of the reason for your call and I'll return your call upon my return."