

Example IntelliPhone Hosted PBX Menus

Main Menu Example

Thank you for calling XYZ Communications -- makers of the XYZ-100 Communicator.

If you know your party's three-digit extension, you can dial it at any time.

To dial by name, instead press the star key.

If you are interested in finding out more about the XYZ-100, press 1.

For order status or shipping information, press 2.

To speak with a member of our Technical Support staff, press 3.

For all other calls, press 0.

Order Status/ Shipping Sub- Menu Example

To find out about the status of your XYZ-100 order, press 1.

For all other XYZ products, press 2.

To speak with a Shipping Representative, press 3.

To return to the previous menu, press 9..

Menu Tips

Keep your menu short, but interesting. Most callers remember only 3 or 4 of the available choices.

Try not to repeat words within the menu and be sure the choices are clear to callers.

Menu sentences should be structured such that the action required (key to press) comes last.

Provide as much information as you can in your mailbox greetings and try to set an achievable expectation for callbacks. When referencing times, be sure to include your time zone since callers may be located in other time zones and unaware of your physical location.