

# Multi-Messenger Inbound Automated Attendant-Flowchart

You may offer callers from 1 to 10 choices. Below are examples of Inbound Applications:

## **CHURCH Example:**

Call begins with a Greeting such as:

***“Welcome to Oakdale Community Church. Please select 1 of these 10 choices, or if you know the voice mail box number of the person you wish to reach, you may enter it now.”***

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>0</b>
Church Information	Upcoming Events	Youth Group	Senior Citizens	Prayer Concerns	Missions Projects	Women’s Group	Deacon’s Meetings	Staff Voice Mail	Office Voice Mail

## **BUSINESS Example:**

Call begins with a Greeting such as:

***“Thank you for calling ABC Company. Please select 1 of these 6 choices, or if you know the voice mail box number of the person you wish to reach, you may enter it now.”***

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>0</b>			
Product Information	Address & Office Hours	To speak to someone in Sales (or leave a message)	To speak to someone in Accounting (or leave a message)	To search for someone’s Voice Mail Box	To speak to an Operator (or leave a message)	And...	Voice Mail Box numbers may be from 1 to 5 digits.	You may have up to 10,000 Voice Mail Boxes.
						So On....		

Callers may transfer to other telephone numbers if you have “3-way calling” or “Centrex” telephone service. If busy or no answer, voice mail is activated. If you have a pager, you can be notified that you have a message.