



Company Name: _____

Contact Person: _____

Phone Number: _____

Script Worksheet

The following worksheet will take you through the basic scripting method employed by VerticalAnswer. Nothing is set-in-stone so feel free to come up with your very own personalized script. Before checking any options it is best to read through the script out loud so that you can get a feeling for how it will sound.

Main Greeting

- Thank you for calling...
- You have reached... _____
- Welcome to... _____ Company Name
- _____

Tag-line (OPTIONAL: ex. "Home of the World famous Widgets")

- _____

Extension Announcement (OPTIONAL)

- If you know your parties' extension dial it now.

Special Announcement (OPTIONAL: ex. "If this is a medical emergency hangup and dial 911")

- _____

Menu Options

Press X for ... For ... Press X

Check all that apply, enter the order number in the blank provided after the option selected.

- | | | |
|---|---|--------------------------------|
| <input type="checkbox"/> Customer Service ____ | <input type="checkbox"/> Sales ____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Marketing ____ | <input type="checkbox"/> Business Development ____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Human Resources ____ | <input type="checkbox"/> Special Events ____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Technical Support ____ | <input type="checkbox"/> Promotions Department ____ | <input type="checkbox"/> _____ |

Closing Announcement (OPTIONAL)

- Or Visit us online at _____
- Be sure to ask us about _____
- _____

...To speak with an Operator PRESS 0, to hear this menu again PRESS Star (*)

Please fax this sheet back to VerticalAnswer with your service request form to (310) 802-6591. If you have any questions please call (310) 802-6590 or (888) 826-7937