NEC DSX Sample Voice Mail Script

<u>NEC DSX Day – Night Greeting Script</u>
If you want the incoming calls to ring the phones first
Then if not picked up in 4-5 rings overflow to a Day greeting
Then set a schedule for your night and weekends greeting
Also be able to press a key to make the system ring directly to voice mail and play the greeting based on that schedule
Then send the caller to mailbox 300 to leave a message

<u>Day Greeting Script: (</u>routing mailbox 801)
Welcome, and thank you for calling <u>   (Company Name)   </u>.
We apologize all our representatives are working with other customers/clients
If you know your partly direct extension number please enter it now
Otherwise Press 0 or remain on the line:
  • To be transferred to the receptionist or operator
  • For the next available representative
Thank you

The caller is transferred to x300, where it rings and then goes into x300 mailbox for the caller to leave a message.

<u>Night Greeting Script: (</u>routing mailbox 802)
Welcome, and thank you for calling <u>   (your company)   </u>.
We are currently closed
Our hours are M-F __am to __pm
If you know your partly direct extension number please enter it now
Otherwise Press 0 or remain on the line:
  • To leave a message for our receptionist or operator
  • To leave a message in our general delivery mailbox
Thank you

The caller is transferred to x300, where it rings and then goes into x300 mailbox for the caller to leave a message.

NOTE:
The night system key toggles ringing not greetings. So if you press the night system key at 4pm instead of say 7pm it will be playing your day greeting until the Answer Table schedule changes to the night greeting. Again the night system key controls ringing not greetings.

How to record this greeting in Instruction Mailbox 801 and 802

- From (default extension 300) press Vmail key on phone
- Wait for it to answer
- Dial SA (72) to reach the System Administrator options
- Dial I (4) to select the Instruction Menus option
- When prompted, enter 801 for the Mailbox Instruction Menu number
- L (5) Listen to the current Instruction Menu (if any)
- R (7) Record a new Instruction Menu
- Record message
- Now L (5) Listen to what you just recorded
- If it sounds good hang-up
- If not press R (7) Record again

Program parameters

- Lines 1 thru ???
- Answer Table 1
- Routing Mailbox 801(day) and 802 (night)
- Dial Action Table 1

See your System Administrator for programming.