

Voicemail Standards

Perfect Customer Experience Best Practices



Your Voice Mail should provide the following minimum information

- Full name (i.e. John Jones)
- Organization (i.e. GSA)
- Standard message or Period of message (i.e. week of December 27)
- Major schedule impacts (i.e. travel or meetings)

Your Voice Mail should be brief, current, and provide alternates

Brief (i.e. 3 or 4 sentences – not every detail)

- Current (i.e. message reset every day or beginning of week)
- Alternates
- Press “0” for immediate assistance
- Call cell phone number
- Call associate in office with number
- Call alternate location with number

Examples

In the Office

“You’ve reached John Jones in the Boston Service Center; I will be in the office all week but may be away for meetings and field visits. Please leave a message and I will return your call as soon as possible. If you need immediate assistance, please press “0” for the receptionist. Thank you and have a great day.”

“You’ve reached the desk of John Jones in the Boston Service Center; this message is for Wednesday, December 27th. I am in the office today but may be away for meetings. Your call is important to me so please leave a message and I will return your call as soon as possible. If you need immediate assistance, please press “0” for the receptionist. Thank you and have a great day.”

On Travel/Training

"You've reached John Jones in the Boston Service Center, this message is for the week of December 27th and I will be in the office on Monday but on travel Tuesday through Thursday and returning to the office Friday. I will be periodically checking my voice mail but if you require immediate assistance, please call Suzy Smith at xxx-xxx-xxxx or press "0" for the receptionist. I can also be reached on my cell phone at xxx-xxx-xxxx. Thank you and have a great day."

"You've reached John Jones in the Boston Service Center, this message is for the week of December 27th and I will be in training all week in Denver. I will be periodically checking my voice mail but if you require immediate assistance, please call Suzy Smith at xxx-xxx-xxxx or press "0" for the receptionist. Otherwise, please leave a message and I will return your call as soon as possible. Thank you and have a great day."

At Alternate Work Location

"You've reached John Jones in the Boston Service Center and today is Wednesday, December 29th and I am working _____ today. Please leave a message and I will return your call as soon as possible or I can be reached on my cell phone at xxx-xxx-xxxx. If you need immediate assistance, please press "0" for the receptionist. Thank you and have a great day."

Mixed Work Week

"You've reached John Jones in the Boston Service Center and this message is for the week of December 27th and I will be in the office Monday and Tuesday, at training on Wednesday, back in the office on Thursday and off on Friday. Please leave a message and I will return your call as soon as possible or you may contact Suzy Smith at xxx-xxx-xxxx. If you need immediate assistance, please press "0" for the receptionist. Thank you and have a great day."

You've reached John Jones in the Boston Service Center, this message is for Wednesday, December 29th and I am attending local training for the day. Your call is important to me so please leave a message and I will return your call tomorrow. If you need immediate assistance, please press "0" for the receptionist. Thank you and have a great day."

You've reached John Jones in the Boston Service Center, this message is for Friday, December 31st and it is a federal holiday. I will not be back into the office until Monday, January 3rd. Your call is important to me so please leave a message and I will return your call next week. Thank you and have a great New Year's."

"You've reached John Jones in the Boston Service Center, this message is for the week of December 27th and I will be in the office all week but may be away for meetings and field visits. Please leave a message and I will return your call as soon as possible. If you need immediate assistance, please press "0" for the receptionist. Thank you and have a great day."

Voice Message Return Calls Protocols

Return all calls within 24 hours

Messages left between normal business hours of the caller (typically 8:00 am to 4:30 pm) will be returned within 24 hours.

Return calls to voice messages.

When the client is not reached leave a clear and concise message

- Full name (i.e. John Jones)
- Organization (i.e. GSA)
- Issue plus when message was received
- Date and time call returned
- Best available times to be reached

Examples

“Hi Suzy, this is John Jones of GSA returning your call from yesterday afternoon about your concern on the furniture delivery date. It’s Tuesday, December 28 at 10:00 and I will be in the office the rest of the day. My number is xxx-xxx-xxxx.”

“This is John Jones of GSA returning Suzy Smith’s call from this morning regarding the balance of RWA funds on the Burien project. It’s 11:30 on Tuesday, December 28 and I will be out the rest of the afternoon but back in the office tomorrow.”

“Suzy, this is John with GSA again and we seem to be playing phone tag. I’ll plan on calling you again at 2:00 this afternoon. If this doesn’t work, please call me back and leave an alternate time. I should be available after 2:00 until 5:00.”

“Suzy, this is John with GSA and the balance on your RWA for the Burien project is \$4,500. I hope this is what you asked for in your message from yesterday morning. If not, please give me a call back. It’s 10:00 on Tuesday, December 28th and I will be in the rest of the day but on vacation through the remainder of the week.”