JMF Customer Support Line Scripts

**Info and Best Practices:**

* Files can be wav, mp3 or m4a (voice memos on your iPhone is m4a).
* You can record this yourself using your own equipment (such as the “Voice Memos” app on an iPhone)
* It’s best to separate the three recordings into three different files.
* If you can’t record the three recordings needed, JMF can get a professional voiceover artist to record these for you (fees apply)

**Recordings:**

1. **Welcome Recording:**

Welcome; Hi! Welcome to [company name]. Thank you for calling our customer service center. On our website, [website URL] you can find information on where to buy our products, and frequently asked questions.

1. **IVR:**

To place an Order, press 1. For Product Support, press 2. To check the status or get assistance with tracking your order, press 3. If you are a [company name] or reseller or are looking to become one, press 4. For all other inquiries, press 5.

1. **After-hours Recording:**

Hi! Thank you for calling [company name]. We appreciate your call. Our operating hours are 9am to 4pm eastern standard time, Monday through Friday. Please visit our website, [website URL] where you can find our products, support, frequently asked questions and more. Leave us a message with your full name and number and we will call you back as soon as possible or e-mail any requests to [support email]

For more sample scripts; <https://www.onsip.com/blog/10-sample-call-center-greeting-scripts>