



Q&A / Order-Taker with 8 Questions Quick Guide (v2.0)

Welcome

Welcome!

Your new Q&A / Order Taker with 8 questions is nearly ready for use.

Please use this guide to record the following greetings:

- Introduction
- Questions
- Salutation

Please note that your Q&A / Order-Taker can be customized to suit your precise needs. If you would like to change the number of questions or adjust other settings, please contact us and we will be happy to assist you.

Thank you,
Your Service Team

Quick Tips

Get to Know Your Voice Mail:

- Your Greetings can be up to **2 minutes**.
- Callers can Record Answers of up to **3 minutes**.
- Your Mailbox Holds **99** 'New' Voice Mails.
- New & Saved messages are kept for **50 days**, unless Deleted.
- If you accidentally Delete a Message, don't worry! You can Recover it from the Deleted folder for up to 5 days.
- Your **Pass Code** can be 4-8 digits.



Please contact us for questions and change requests.

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SETUP: Step 1 - Record Introduction

Record Introduction

- 1.) Call Your New Number
- 2.) During Prompt, press * (STAR)
- 3.) Enter Pass Code chosen at Sign-Up
- 4.) Complete **3-Step Tutorial**

Step 1: Set New Pass Code

Step 2: Record Your Name

Step 3: Record Main Greeting (*this is where you record the Introduction*)*

* Sample Introduction Greeting

"Thank you for calling the ABC Automated Ordering Hotline. Please have your shipping, billing & credit card information ready. You will now be asked a series of questions. After each question, slowly & clearly state your response at the tone, then press 9 to move onto the next question. This will only take a few moments, so let's begin."

SETUP: Step 2 - Record Questions

Record Questions

- 1.) Call Your Number
- 2.) During Introduction Greeting, press * (STAR)
- 3.) Enter Pass Code chosen in Step 1
- 4.) Press 4 to Record Greeting
- 5.) When asked for greeting number, enter:
 - > 101 followed by the # key (to record QUESTION 1)
 - > 102 followed by the # key (to record QUESTION 2)
 - > etc... all the way up to 108 # for QUESTION 8
- 6.) Press 1 to confirm the selected greeting number.
- 7.) Record Greeting*, then press # when finished
- 8.) Follow prompts to 'Accept' greeting, then exit.

* Sample Question Greetings

ex 1) "At the tone, please state your full name and shipping address. When finished, press 9 to move to the next question."

ex 2) "At the tone, please state the name and product number of the item you want. Then state the quantity you wish to order. When finished, press 9 to move to the next question."

NOTE: If you do not need all 8 questions, please contact us and we will adjust your mailbox settings.

SETUP: Step 3 - Record Salutation

Record Salutation

- 1.) Call Your Number
- 2.) During Introduction Greeting, press * (STAR)
- 3.) Enter Pass Code chosen in Step 1
- 4.) Press 4 to Record Greeting
- 5.) When asked for greeting number, enter:
 - > 109 followed by the # key (to record SALUTATION)

(If you use more or less than 8 questions, your salutation greeting number will not be 109. As an example: for only 5 questions, use greeting 106 for your salutation. For 9 questions, use greeting 110 for your salutation.)

- 6.) Press 1 to confirm the selected greeting number.
- 7.) Record Greeting*, then press # when finished
- 8.) Follow prompts to 'Accept' greeting, then exit.

* Sample Salutation Greeting

"Thank you! Your order is complete. Charges will appear on your credit card statement as ABC Company. Please allow 2-3 weeks for shipping & handling. We appreciate your business and hope to hear from you again soon. Thank you."

Update Any Greeting

Re-Record Any Greeting

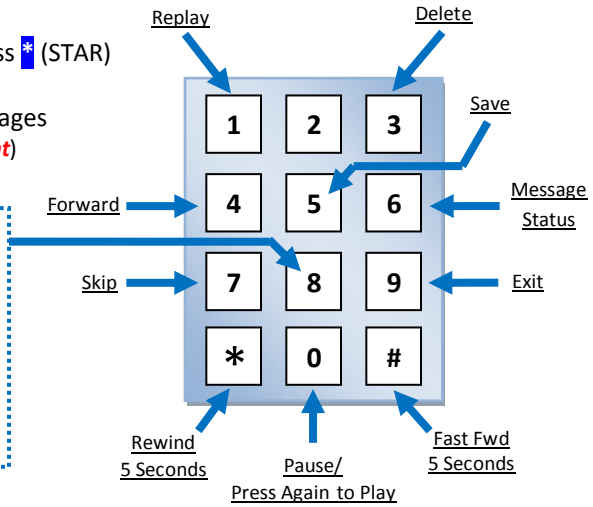
- 1.) Call Your Number
- 2.) During Introduction Greeting, press * (STAR) and enter Pass Code
- 3.) Press 4 to Record Greeting
- 4.) When asked for greeting number, enter:
 - > 10 # (to record INTRODUCTION)
 - > 101 #, 102 #... and up (to record QUESTIONS 1, 2, 3... etc)
 - > 109 # key (to record SALUTATION)

(If you use more or less than 8 questions, your salutation greeting number will not be 109. As an example: for only 5 questions, use greeting 106 for your salutation. For 9 questions, use greeting 110 for your salutation.)

- 5.) Press 1 to confirm the selected greeting number.
- 6.) Record Greeting, then press # when finished
- 7.) Follow prompts to 'Accept' greeting, then exit.

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Listen to Messages	Update Mailbox Settings
<p><u>To Listen to Messages</u></p> <ol style="list-style-type: none">1.) Call Your Number2.) During Introduction, press * (STAR)3.) Enter Pass Code4.) Press 1 to Listen to Messages <i>(See Touch-Key Options to right)</i> <p>8-Key Sub-Menu</p> <ul style="list-style-type: none">Press 1 = Hear Date & TimePress 2 = Hear Caller IDPress 3 = Raise VolumePress 4 = Lower VolumePress 9 = Exit 	<p><u>Change Name or Pass Code</u></p> <ol style="list-style-type: none">1.) Call Your Number2.) During Introduction, press * (STAR)3.) Enter Pass Code4.) Press 8 for User Options<ul style="list-style-type: none">>Press 2 to Record Your Name>Press 3 to Change Pass Code <p><i>Please contact us for questions and change requests.</i></p>