

# Structure Proposition

## GREETING MESSAGE

The greeting message is used to quickly direct the customer to the required service needed such as sales, administration, and different departments. It also informs clients about business hours, holidays, phone directory and other important useful information.

## CLOSING MESSAGE

The closing message is a precise message that explains to clients that the business is presently closed. It can be followed by the option to record a message for a call to be returned. We can also include other information in a closing message such as business hours, website and email information.

## CONTACT DETAILS

Contact details are very important. They can also be paired up with the company's business hours. Contact details include postal addresses, Websites and email addresses.

## STATUTORY HOLIDAYS

The holiday message is important to inform the customer that business services will resume the next day. This message gives an image of a company that is concerned about the information that it transmits to its clients.

## DEPARTMENTS

Usually, each department has a voice mail. It is at the company's discretion to have the messages recorded by their employees or to standardize all of the company's messages with a professional voice. In the case of a professionally recorded voice, it is important to envision the possibility of not specifically naming the employees in a department to avoid re-recording the message if the employees leave their functions.

## DIRECTORY

A telephone directory is an option offered by a phone system and does not require any recording. It is clear the departments listed are linked to the correct devices.e.