

Telephone Answering Questionnaire

1. How would you like your calls answered?

The default greeting is "Good (Morning/Afternoon), Company Name"

Other greeting? _____

2. Please tell us how you wish your calls answered:

UNAVAILABLE / OUT OF THE OFFICE / IN A MEETING / WITH CLIENTS / COMBINATION

3. Please list all employees whom we may receive calls?

Name	Landline No/Mobile No/Email
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4. Do you wish us to attempt to forward calls (patchthru) to the above named employees **YES / NO**
(Please identify the numbers above we should try to patch calls to by circling, underlining or an asterisk)

5. Do you wish us to forward messages to the individual's SMS/Email **YES / NO**

If no, please give the SMS number or email to forward to: _____
(If you selected End of Day Summary we can only send messages to a general email address)

6. Please provide a description of your companies' activities, frequently asked questions etc:

7. Other requirements:

