

Telephone Answering Questionnaire

1. Company Name _____

2. How would you like your calls answered?

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

Other greeting? _____

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

Unavailable

Out of the Office

In a Meeting

With Clients

Combination

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

Name

Landline No/Mobile No/Email

5. Tick if you wish us to attempt to forward calls (patchthru) to the above named employees
(Please identify the numbers above we should try to patch calls to by ticking)

5. Tick if you wish us to forward messages to the individual's SMS/Email

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:
