



### **Example 1**

Thank you for calling (Company Name).

Our normal business hours are Monday through Friday 6am to 5pm Pacific Standard Time.

To leave us a message please press 0 and we will return your call during the next business day.

### **Example 2**

Thank you for calling (Company Name).

You have contacted our customer support office after our regular business hours.

Our normal business hours are Monday through Friday 8:30am to 5:00pm Central Time.

Please call back during these hours.

### **Example 3**

Thank you for calling (Company Name).

You have reached us after normal business hours.

If you would like to leave a message, please press zero.

All messages will be returned promptly the next business day.

Thank you.

### **Example 4**

Thank you for contacting (Company Name). Our office is currently closed.

If you would like to leave a message with a sales agent at Vista Park, press 1

If you would like to a leave a message for a sale agent at Serene Hills, press 2.

For warranty press 3 or visit our website at [www.CompanyName.com](http://www.CompanyName.com).

To leave a message with another member of our team please press 9 for a dial by name directory.



Thanks, and have a nice day.

### **Example 5**

Welcome to (Company Name).

Our regular hours are Monday through Friday, 8AM to 4:30PM EST.

If you know the extension of the person you are calling, you may dial it at any time.

For urgent matters, please press 1 to be connected to an on call representative.

For a list of extensions, press 2.

To leave a message with our message center, press 3.

To repeat this menu, press the # key.

### **Example 6**

You have reached (Company Name), our office is currently closed.

Our normal business hours are as follows:

Maintenance office 8am-5pm and the Management office 10am-4pm.

Please try back during regular business hours.

If you prefer please feel free to email maintenance at [maint@CompanyURL.com](mailto:maint@CompanyURL.com), or leave a message after the tone.

If this is an emergency press zero and you will be transferred to security.

### **Example 7**

Hello and thank you for calling (Company Name), your technology partner!

Our regular business hours are Monday through Friday from 8 AM to 5 PM Mountain Time, our office is currently closed.

For after-hours support, please press 4

For a dial by name directory, please press 9

Thank you for calling (Company Name).



### **Example 8**

Thank you for calling the (Company Name) Customer Care Team.

Our normal hours of operation are 10 AM to 8 PM Eastern Time, Monday through Friday.

Our offices are now closed.

If this is a medical emergency, please hang up and contact your physician or call 9-1-1 for medical assistance.

Please call us back again during normal business hours.

Thank you for calling the (Company Name) Customer Care Team.

### **Example 9**

Welcome to (Company Name) - America's original solar company.

Currently our office is closed. We are open from 9AM to 6PM eastern standard time, Monday through Friday.

You may shop for any of the thousands of renewable energy products we offer on the web 24 hours a day by going to [www.CompanyName.com](http://www.CompanyName.com).

There you will also find free educational videos and webinars to assist with your renewable energy needs.

If you would like to leave a message for one of our representatives, dial their extension number at any time.

To leave a message for our residential sales, please press 1.

To leave a message for our installer and integrator sales, press 2.

To leave a message for customer service, press 3.

For a dial by name directory, press the # sign.

### **Example 10**

Thank you for calling the (Company Name).



You have reached us outside of our normal business hours.

Our normal business hours are Monday thru Friday, 6am-4:30pm Pacific Time.

Please listen closely as our menu options may have changed.

If you're calling to check the status of your delivery or verify your order, please press 1.

If you're calling to report a non-emergency issue and would like to leave a voicemail for a call back during the next business day, press 2 or wait on the line.

If you are an (Company Name) corporate employee or a Warehouse employee and are experiencing an emergency technical issue, press 3.

For all other emergencies, press 4.