

Title:

Got Voice Mail?

Word Count:

448

Summary:

Use voice mail appropriately and it can be an incredible asset for your business. Use it the

Keywords:

business,voice mail,customers,clients,telephones,communicating,communication,greeting

Article Body:

"There's not anybody who really cares about using voice messaging the way I envisioned it." A

When asked what aggravates them most about modern phone communication the majority of people w

Companies are spending large sums of money to antagonize their customers and it only seems to

There are advantages to an automated system. It saves money in salaries and benefits. It pre

The disadvantages are that people can hide behind voice mail, often the prompts are confusing,

If your company uses an automated system to process calls make sure it provides the best custo

1. Keep your greeting short and sweet. (No one cares that your menu options have changed. The

2. List your menu options according to popular usage.

3. Tell callers how to reach another human early in the process.

4. Think twice before using voice mail for customer service issues.

5. Survey your customers from time to time to see how they feel about your voice mail system.

6. Try calling your own system occasionally and find out first hand what your customers are ex

Voice mail can be either an incredible asset to your business or an incredible pain for your c

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