

Office of Doctor John Smith - RECORDING IN ENGLISH

OPENING MESSAGE IN HOURS OF OPERATION:

Thank you for calling the office doctor John Smith, if this is an emergency, please hang up and call 911, or go to the nearest emergency room. If you know your party's extension please dial it now.

- + For appointments, **DIAL 1.**
- + For medical records, **DIAL 2.**
- + To cancel or reschedule, **DIAL 3**
- + For the office manager, **DIAL 4**
- + For billing questions, **DIAL 5**
- + For all other questions, please remain on the line while a representative assists you.

OUTSIDE OF HOURS OF OPERATION, CLOSED:

You've reached the office of dr John Smith, our hours of operation are from 8:00am to 5:00pm Monday through friday

PRESSED 1

Please remain on the line while a representative assists your call.

PRESSED 2

Please remain on the line while a representative assists your call.



IVR Template : Doctor's Office

NOTE: Please verify carefully the above script and sign the approval bellow

I, _____ acknowledge that the above IVR script has no mistakes (such as; typo, grammar, language, etc.) Newcom will not be liable for any errors after the final approval. If changes has to be made after you sign this approval form, extra charges will incur, and delay on the delivery of the final recordings.

Name: _____

Signature: _____ Date: _____