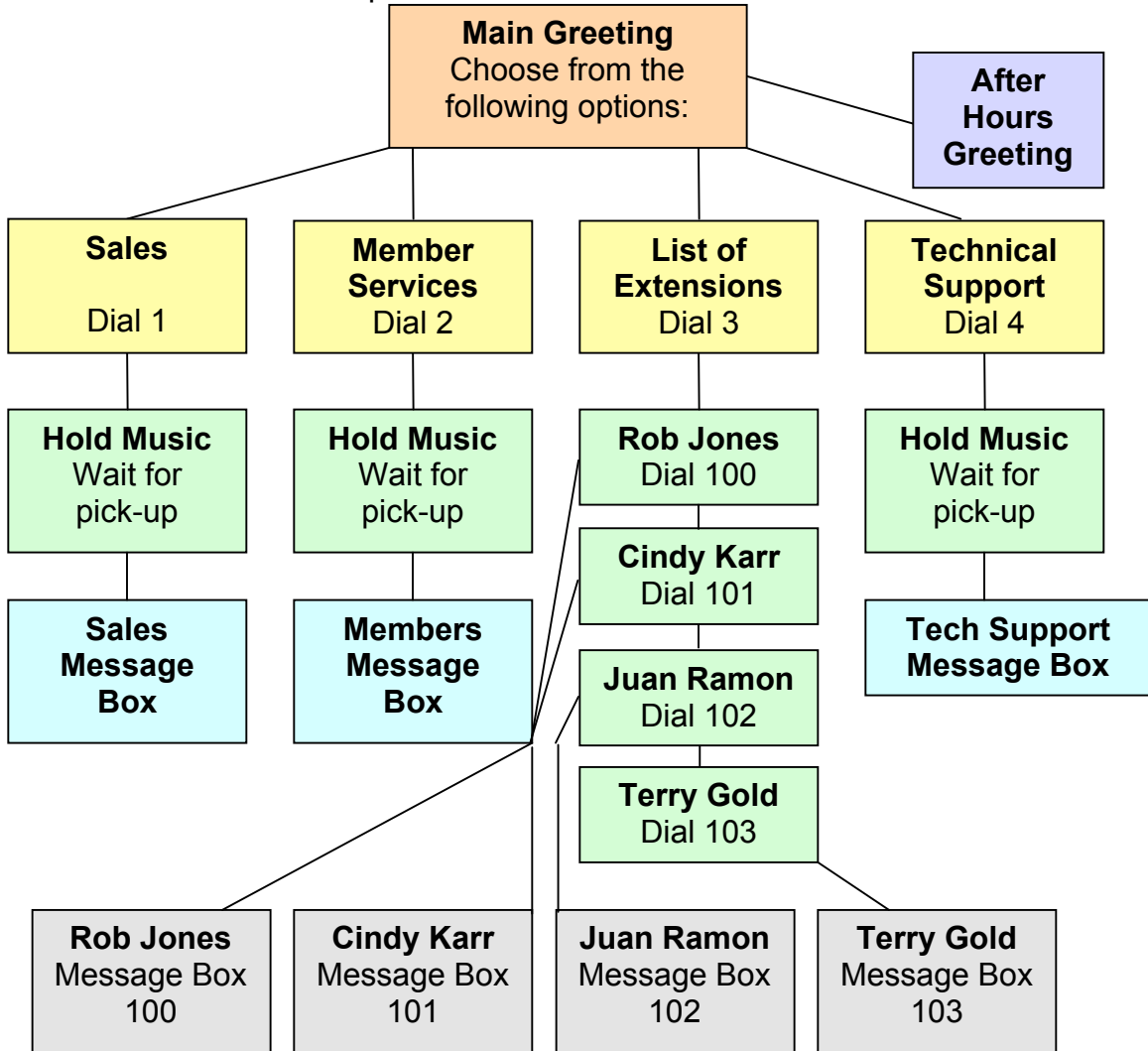


Phone Greeting Flow Chart

The flow chart below represents a sample model of how a telephone system can be structured. For voice recording purposes, we can name each audio file to match the bolded box title (for example: maingreeting.mp3). Please see the sample script below this flow chart model to see how the script is written to fit this flow chart model:



Sample Script for Mybusiness.com

(Times New Roman Font, 12pt, Double-spaced with 1_ inch side margins and 1 inch top and bottom margins)

Main Greeting

Hello, and thank you for calling mybusiness.com, where you can rest assured you'll be taken care of! Our business hours are Monday through Friday from 8am to 6pm pacific standard time. Please choose from one of the following options. For sales, dial 1. For member services, dial 2. For a list of extensions, dial 3. For technical support, dial 4. Please make your selection now, and thank you again for calling mybusiness.com.

After Hours Greeting

Hello, and thank you for calling mybusiness.com, where you can rest assured you'll be taken care of! You have reached us outside our normal business hours of Monday through Friday from 8am to 6pm pacific standard time. To leave a message in our general voice mailbox, please wait for the tone, otherwise please call back during normal business hours. Thank you.

Sales message box

Hello, you've reached the sales voice mail box for mybusiness.com. Currently we are assisting other clients and are unavailable to take your call at this time. But your call is very important to us, so please leave your name, phone number and the best time to return your call. We will get back to you as soon as possible. Thank you for calling mybusiness.com.

Members message box

Hello, you've reached the member services voice mail box for mybusiness.com.

Currently we are assisting other clients and are unavailable to take your call at this time. But your call is very important to us, so please leave your name, phone number and the best time to return your call. We will get back to you as soon as possible. Thank you for calling mybusiness.com.

Tech Support message box

Hello, you've reached the tech support voice mail box for mybusiness.com.

Currently we are assisting other clients and are unavailable to take your call at this time. But your call is very important to us, so please leave your name, phone number and the best time to return your call. We will get back to you as soon as possible. Thank you for calling mybusiness.com.

Message Box 100

Hello, you've reached the voicemail for Rob Jones. I am currently unavailable to take your call. But your call is very important to me, so please leave your name, phone number and the best time to return your call. I will get back to you as soon as possible. Thank you.

Message Box 101

Hello, you've reached the voicemail for Cindy Karr. I am currently unavailable to take your call. But your call is very important to me, so please leave your name, phone number and the best time to return your call. I will get back to you as soon as possible. Thank you.

Message Box 102

Hello, you've reached the voicemail for Juan Ramon. I am currently unavailable to take your call. But your call is very important to me, so please leave your name, phone number and the best time to return your call. I will get back to you as soon as possible. Thank you.

Message Box 103

Hello, you've reached the voicemail for Terry Gold. I am currently unavailable to take your call. But your call is very important to me, so please leave your name, phone number and the best time to return your call. I will get back to you as soon as possible. Thank you.