



**WTCO**  
WE TRANSFORM COMMUNICATIONS



**Start Your Digital  
Transformation With Us.**

Connect Your PBX  
Automated Attendant, Voicemail Recording  
& Service Flags

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# Voicemail Options

Depending on your business, you will have a day (Business hours) message or an out of hours message or both.

You will need one voicemail box for each.

For example, use the main reception phone for the business hours message and the next extension for out of hours.

Our Connect You PBX extension numbering starts at #400 so #400 day #401 night mailbox.

Your best option for recordings are to upload professional recordings that we can help you with. or record via the handset.

If you are setting up a new voicemail box, contact us to activate the voicemail service for that extension and add it to the call flow if needed.

## Upload:

Email your recordings for us to upload for you.

C/Y AUDIO FORMAT

Sampling Size: 16 bits

Channel: 1(mono)

Sampling Rate: 8 KHz

Audio Format: PCM uncompressed

## Via Handset

#400 day – press the voicemail button and enter the voicemail PIN. Default will be the extension number.

Follow the prompts to record via the handset.

## Service Flags (Button)

Contact us to set this up for you.

Service flags give companies flexible methods for handling callers who call after normal business hours. These options include:

- o Night service, which redirects callers to the extension or phone number of the person covering the business during closed hours
- o Voicemail, which allows the customer to leave a message and the company can respond as necessary
- o A recording of important information (e.g., hours of operation, directions, contact information)
- o Rediverting calls from one location site to another location site on certain days and during certain times only.

# SAMPLE RECORDINGS

## 1 WELCOME GREETING – AA General

Welcome to (Comany Name)

Please hold the line and one of our friendly staff will be with you shortly.

### Voicemail-day

All our staff are currently busy on other calls. After the tone, please leave your name, contact number and a brief description of your enquiry and we will return your call shortly.

### Voicemail-afterhours/night

Thank you for calling (Comany Name). Our office is now closed.

You can contact us during business hours (Business hrs) or for more information please visit our website [abc.com.au](http://abc.com.au).

Alternatively, please leave your name, number and a brief description of your enquiry after the tone and we will return your call on the following business day.

## 2 WELCOME GREETING – Medical

Welcome to (Business Name)

If your call relates to chest pain, loss of consciousness, marked shortness of breath, or slurred speech, end this call now and dial 000 for an ambulance.

For all other inquiries please hold the line to speak to a receptionist

### Voicemail-day

All our staff are currently busy on other calls. After the tone, please leave your name, contact number and a brief description of your enquiry and we will return your call shortly.

### Voicemail-afterhours/night

Thank you for calling (Business Name) Our office is closed.

If your call relates to chest pain, loss of consciousness, marked shortness of breath, or slurred speech, end this call now and dial 000 for an ambulance.

If you require urgent medical treatment please call (Local Hospital on PH) If your matter is not urgent, you can contact us (Business Hours).

#### Note:

For out of hrs messages you have the option of just stating you have called out of hrs and to call back during business hrs or if you want callers to leave a message, the message can be on the voice mail box of the reception phone & or go to an email address.