

Dear Valued Anserve Client:

In order to gain more benefits from our voicemail system, please keep this letter for future reference. We would like to clarify that we here at Anserve refer to all that has to do with greetings and/or mailboxes as “*voicemail*”. This does not necessarily mean that a particular client uses a voicemail box, but simply that the client has a greeting in place within the voicemail system.

Anserve has provided our clients with the initial set up of “*voicemail*” including a recorded personalized greeting and useful instructions. Our goal is to encourage all of our clients to make their own changes. Vacations, inclement weather, emergency closings and changes of office addresses are just some instances where you can really take advantage of our “*voicemail*”.

In the past we have done most of the recording changes for you; however, with the recent rise of last minute requests, we have been forced to take staff away from their primary job of answering our customers’ calls in order to accommodate these requests. If you want us to do this for you, we ask that you give us *one business week’s notice*. For all **holidays**, we ask that you fax or email us *two business weeks* ahead of time. Please include the following information :

Covering doctor(s), with contact phone numbers; specific date(s) and time(s) when coverage begins and ends; office hours during the holiday/vacation period, if applicable; and any other pertinent information.

If a detailed script is not included in the request, we will use the attached generic vacation script.

Anserve clients have also been provided with a copy of the “initial voicemail script”, so when devising your own scripts, you can simply modify your existing greeting. Please be sure to stick to the prompts listed on your present greeting. If you have a lunch greeting or any other “*special time*” greeting, be sure to include that on the fax or email.

All greetings can be recorded from any touch tone telephone which is especially handy in cases of inclement weather when staff members cannot travel into the office.

If you do not have instructions for “Changing of Outgoing Greeting”, or a copy of your current script, call **973-774-4988**, and leave a message for our Voicemail Manager, Monica Sloan. Monica can answer your questions during her “*voicemail*” hours of Mon, Tue, Thurs 10am-3pm , Fri 10am-1pm.

Thank you and Best regards,

Monica Sloan, Voicemail Manager
Terry Conklin, General Manager
Nancy Ward, President