

# SterlingRisk Voicemail Greeting Script

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Everyone should be sure that they have a Voicemail Greeting recorded and that they are aware of their Voicemail PIN code. You can easily record your greeting from your desk phone or from your phone App.

## To Record Voicemail Greeting

Option 1 – From your physical phone or through the Zoom App:

- Dial **\*86**
- Enter your voicemail **PIN**
- Selection option **2** to record your greeting and follow the voice instructions

Option 2 – By logging in to the Zoom Web Interface at <https://sterlingrisk.zoom.us>

- Click **Phone** from the menu on the left side
- Click **Settings**
- Scroll down to **Voicemail Greeting** (below Business Hours)
- Click on **Audio Library**
- Click **Add Audio**
- **Speak into your mic** to get level then click **Next**
- Click the **red Record** button to start recording
- When done, click **Record again to stop**
- Click **Add** to add it to your audio library
- Click **Use the Audio**

## To Check / Set Voicemail PIN

- Login to the Zoom Web Interface at <https://sterlingrisk.zoom.us>
- Click **Phone** from the menu on the left side
- Click **Settings**
- Scroll down to **PIN Code** and click the **“Show or Edit”** link.
- **View** or **Update** your PIN as necessary

## Greeting Messages

**Please note: EVERYONE** must include the final line about insurance coverage not being able to be bound via voicemail. There are no exceptions for this line.

### **Greeting Script:**

*“Hello you have reached \_\_\_\_\_ of the (state your Department). I am currently on another call or away from my desk. Kindly leave me a detailed message and I will return your call as soon as possible. If you need immediate assistance, please contact \_\_\_\_\_ at extension \_\_\_\_\_.”*

*Please note that insurance coverage cannot be bound or changed via a voice mail message.”*