Use this template to map out your phone tree

5 Terms To Know

1. **What is a phone tree?**
   A phone tree defines how your auto attendant’s main greeting and routes callers to your employee and department extensions.

2. **What is an auto attendant?**
   An auto attendant is a customizable business phone system that greets and routes callers to the department or employee extension of their choice.

3. **What is a main greeting?**
   Your main greeting is the recorded message that callers hear when the call your business number offering a menu of available extensions callers can choose to dial.

4. **What are employee extensions?**
   Employee extensions are your phone system’s users. They are 3 digits each (701 - 799). Every member of your team should have their own employee extension, including you.

5. **What are department extension?**
   Department extensions are simply groups of employee extensions. They are 1 digit each (0 - 6).

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**Phone Tree Example**

**Main Greeting**

“Thank you for calling ABC Company. For our sales dept. sales, press 1. For our support dept., press 2. For our billing dept., press 3. If you know your party’s extension you may dial it at any time.”

- **Sales Dept Ext. 1**
  - Jim Jones Ext. 701
  - Susan Smith Ext. 702
  - Tom Tobias Ext. 703

- **Support Dept Ext. 2**
  - Scott Stevens Ext. 704
  - Jane Smith Ext. 705

- **Billing Dept Ext. 3**
  - Alex Anderson Ext. 706
  - Scott Stevens Ext. 704
  - Tom Tobias Ext. 703
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Main Greeting

Write your main greeting:

Department & Employee Extensions

Dept. Ext. 1: Name: ________________________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________

Dept. Ext. 2: Name: ________________________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________

Dept. Ext. 3: Name: ________________________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________
Employee Name: ________________________________ Ext. #: __________________