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Professional Voicemail Greeting Examples

The four part recipe, the scripts most Australian businesses need, and the setup that gets messages heard the same day.

> A voicemail greeting is the only part of the business some callers ever hear. **Keep it to about 20 seconds** (around 50 spoken words) and make it answer the four questions every caller has, in order.

The four part recipe

Part	Example line
1. Who they reached	"You've reached Harbour Street Physio."
2. Why nobody answered	"We're with clients at the moment."
3. What to leave	"Your name, number and the best time to call."
4. When they hear back	"We return messages within two business hours."

Main line, busy during the day

"Thanks for calling Westside Accounting. Everyone's on another call or with a client right now. Please leave your name, your number and a quick note about what you need, and one of the team will call you back within two hours. If it's about a lodgement due today, say so at the start."

After hours

"Thanks for calling Brightwater Insurance Brokers. Our office is closed for the day. We're open eight thirty to five, Monday to Friday. Leave your name, your number and a short message, and we'll call you back tomorrow morning."

Christmas and New Year

"Hi, you've reached Southern Cross Joinery. We're closed for the Christmas break and back on Monday the 12th of January. Leave a message and we'll call you in the first week back." Give the day of the week, and switch it off the day you return.

Tradie on the tools

"G'day, it's Dan from Fairweather Electrical. I'm on a job and can't pick up. Leave your name, your suburb and what needs doing, and I'll call you back at lunch or after four. If you've got no power or something's sparking, say 'urgent' first."

Clinic: emergencies first

"You've called Harbour Street Physio. If this is a medical emergency, hang up and dial triple zero. Our clinic is closed right now. Leave your name, your number and your date of birth, and reception will call you back when we open." Do not ask callers to describe their condition.

Cut these

- "Your call is important to us."
- "Leave a message after the tone."
- Web and email addresses spelt out letter by letter
- Menu options repeated inside the voicemail
- Dates that will go stale, and background noise

Make voicemail the last step, not the first

1. A time condition checks the hour, the day and your holiday list and plays the right greeting.
2. A ring group tries desk phones, the app and mobiles before voicemail.
3. Voicemail to email sends each message to the right inbox as an audio file.
4. Or let an AI agent answer, take the details and email them to you.

Type it instead of recording it

Uniden Voice text to speech reads typed greetings in a natural voice, in a choice of languages. Book a free demo at unidenvoice.com/get-started/book-a-demo or call 1300 881 662.