



Art of Customer Engagement

Leaving a Customer Voicemail

Leaving a professional voicemail is important for making a positive impression and effectively communicating your message. Below, you will find a step-by-step guide on how to leave a professional voicemail:

1. Prepare Before Calling:

Before making the call, gather all the relevant information you will need to convey in the voicemail. This might include your name and agency name, reason for the call, and a callback number.

2. Speak Clearly and Slowly:

When recording your voicemail, speak clearly and at a moderate pace. Enunciate your words to ensure that your message is easily understandable. It is always good practice to repeat your name and number again at the end of the call.

3. Start with a Greeting:

Begin with a polite and professional greeting. For example: "Hello, this is [Your Name] from [Your agency]."

4. State the Purpose of Your Call:

Briefly state the reason for your call. Be concise and to the point. For example: "I'm calling to discuss the upcoming [Virtual Hearing]."

5. Provide Your Contact Information:

Include your contact information, such as your phone number or best way to contact you. This makes it easy for the recipient to get in touch with you. For example: "You can reach me at [Your Phone Number]."

6. Thank the Recipient:

Express appreciation for their time and consideration. For example: "Thank you for your attention to this matter."

7. End with a Professional Closing:

Wrap up the voicemail with a closing phrase. For instance: "I look forward to speaking with you soon."

8. Repeat Important Details:

If necessary, you can repeat your name, phone number, and other important details at the end of the voicemail to ensure the recipient has captured the information correctly.

9. Keep It Concise:

A professional voicemail should be concise and focused. Aim for a duration of around 30-60 seconds to ensure that your message is clear and to the point.

10. Practice Beforehand:

If you are nervous about leaving a voicemail, practice what you will say a few times before making the actual call. This will help you feel more confident and deliver your message more smoothly.

11. Speak with Confidence:

Confidently speak in a calm and composed manner. Even if you are leaving a voicemail, your tone of voice can convey professionalism and assurance.

12. Follow Up if Necessary:

If you do not receive a response within a reasonable amount of time, consider following up with another call or an alternative method of communication.

Remember, a professional voicemail helps establish credibility and respect in your communications.

Voicemail Example:

Hello, this is [Your Name] calling from Child Support Services. I am calling to speak with you about your upcoming virtual hearing on [Appointment Date: [Date]]. Please give me a call back at [Phone Number]. Thank you and I look forward to hearing from you. Again, this is [Your Name] calling from Child Support Services; please call me back at [Phone Number]. Thank you for your time and I look forward to hearing from you.