



Office of Information Technology

Telephone Menu Request Form

Department Name _____ Department Head _____

Phone Menu Contact _____ Vice President _____

Menu Phone Extension _____

Please submit this form to initiate the creation of departmental phone menus at Bergen Community College. This form is created to help create effective menus that adhere to the policies developed for telephone menus at the college. As a reminder, the guidelines are listed below.

The telephone menu form on the following page contains the following sections:

- Opening Greeting – contains the first message presented to listeners upon entering this menu
- Options (1-5) – Please include the text to present the option to the caller.
(Ex. “Press one to speak to a Counselor”)
Options will be of three types:
 - Forward – Forwards caller to an alternate extension
 - Menu – Forwards caller to a second level menu *
 - Recording – contains text presented to the listener upon selecting the menu option
- Repeat and Switchboard options are standard according to guidelines.

Menu Guidelines

1. Menu systems are limited to two levels.
2. Menu options at each level are limited to a maximum of five, not including the item to return to the main menu or to the College switchboard.
3. The first level menu must contain a menu item for the College switchboard. The same digit or button for the College switchboard will be used on all menus throughout the College.
4. Second level menus must contain a menu item to return to the first level menu.
5. The second level menu must include at least one option to reach someone in the appropriate office.
6. Menu items cannot redirect telephone calls to numbers outside the department unless the Vice-Presidents of both areas have agreed to the redirection.
7. Text for individual menu items is limited to a maximum of 20 seconds.

Please Note: When selecting the menu option in Level 1 (Options 1-5), a level 2 menu structure will be created. Please read notes on level 2 guidelines and submit a second Level form for each instance.

Level 1

Opening Greeting (Maximum of 20 seconds)

- **Option 1**

- Forward – to extension _____
- Menu – see attached
- Recording – below

- **Option 2**

- Forward – to extension _____
- Menu – see attached
- Recording – below

- **Option 3**

- Forward – to extension _____
- Menu – see attached
- Recording – below

- **Option 4**

- Forward – to extension _____
- Menu – see attached
- Recording – below

- **Option 5**

- Forward – to extension _____
- Menu – see attached
- Recording – below

- **Operator**

If you would like to speak to a Bergen Community College switchboard operator, please press 0

- **Repeat**

To repeat this menu option, please press #

LEVEL 2

From Option _____ above

Opening Greeting (Maximum of 20 seconds)

• **Option 1**

- Forward – to extension _____
- Recording – below

• **Option 2**

- Forward – to extension _____
- Recording – below

• **Option 3**

- Forward – to extension _____
- Recording – below

• **Option 4**

- Forward – to extension _____
- Recording – below

• **Option 5**

- Forward – to extension _____
- Recording – below

• **Return**

To return to the Main Menu, press 9

• **Operator**

If you would like to speak to a Bergen Community College switchboard operator, please press 0

• **Repeat**

To repeat this menu option, please press #