

## **Guidelines on the Use of Voicemail**

These guidelines are issued as a statement of best practice and need to be applied in the context of the staffing and management structure applying in each area.

Voicemail is available as part of a range of services to assist Faculties, Schools, Directorates and individual staff to provide as high a level of service as possible. Voicemail provides the system user with a personalised voice mailbox to notify callers of their whereabouts or absence, accurately store and retrieve incoming messages and notify the user that a message has been left. Access to an individual's voice mailbox is password protected. The user is able to interrogate messages at any time of the day from any telephone either internal or external.

- Callers prefer to have the telephone answered by a person and voicemail should not be used as a substitute for personal telephone answering. When you are out of the office try to have a secretary or colleague take your calls.
- When voicemail is used you should check your messages regularly and return calls promptly. The system is normally set up to send an e-mail to let you know there is a message waiting for you. The number of messages and the length of time they remain in your voicemail box are monitored although the content of the messages themselves is not. If you do not access the messages in your voicemail box within a reasonable period of time, Telephone staff will attempt to contact you. If this is not possible the problem may be referred elsewhere within your Faculty, School or Directorate.
- Make sure your voicemail greeting is relevant and as helpful as possible. For example, if you are on leave and no-one is able to take your calls, the message should indicate when you expect to be back as well as who else could be contacted in the meantime.
- You should be aware that access to your voicemail box may be granted to an appropriate person for business operational/continuity needs.
- Remember these other facilities as an alternative to voicemail:

Call diversion - allows someone else to pick up your calls when you are not available;

Pick-up groups - allows calls to be answered from any extension within a predefined group.

For further information on these and other telephone services, contact Kristin Neeson on Extension 6345.