

Voicemail Code of Practice

Introduction

Voicemail is a very effective tool and used wisely, can improve communications both within and outside of the University. Used inappropriately however it can damage the Universities reputation, so requires a certain amount of user discipline.

When at the desk users should continue to answer their telephone. Voicemail should not be used to avoid calls or for call screening.

All users should familiarise themselves with the following points.

The Personal Greeting

Your personal greeting is the first thing the caller hears when they are put through to the voicemail system. As it may be the first contact an external caller has with the University, it is very important that it conveys accurate information in an appropriate way.

- Users should record their personal greeting as soon as their line is activated and ensure that it stays current.
- Speak to your section Head or line manager if you are unsure about what to record for your personal greeting.
- Do not leave too much detail on personal greetings for security reasons.
- Callers should never be asked to dial forward to 0 for the switchboard as a part of a personal greeting.
- If a call forward number is given, the recipient should be both willing and able to handle the calls.
- Remember that during a period of sickness you can always dial in to voicemail from home and change your greeting.
- Ensure that your greeting contains the following:
 - A greeting
 - Your name
 - Your department
 - An apology for absence (if away from the Office)
 - An alternate number to call or an e-mail address to mail for urgent problems or queries specific to a particular service (ensure that the recipient is willing and able to deal with any queries)
 - A date on which you return to the office or a comment to indicate when you are likely to respond
 - A request for the caller to leave a message

Passwords

- It is essential that you change your password as soon as possible in order to ensure that your messages remain private and keep it confidential.
- Upon agreement with your section Head or line manager you may want to share your password with a trusted colleague who could pick up your messages during a period of unexpected absence.

Diverting Calls to Voicemail

- It is not recommended that extension users without voicemail divert their 'phone to a voicemail user. If a call is diverted and is not answered or the line is busy the system will switch back to the mailbox of the original number called. If there is no mailbox associated with this number, the caller will receive an error message.

Checking and Responding to Messages

- Ensure that you have put procedures in place to ensure that if you have a period of unexpected absence, your voicemails can be dealt with.