

VOICE MESSAGING SYSTEM OVERVIEW

DMC's Voice Messaging system was installed to improve staff productivity and communications. This Avaya Voice Messaging System is called Modular Messaging. A Voice Messaging System, commonly known as "Voice Mail", is much more than simply a telephone answering device. The system is a tool designed to increase productivity as described below.

While some people do not like recorded telephone systems of any nature, nothing is more detrimental to customer service than a telephone that is busy or rings too long before a pick up. Voice Messaging can be a great improvement for quality customer service **if you take the time to program your voice mail** (and your telephone's call coverage path) correctly with quality customer service in mind.

Each user has a Modular Messaging "voice mailbox" assigned to them. Some features of Modular Messaging include:

- Users can program their telephones to answer their calls when they are not in their office, rather than Secretaries taking written messages. Users can record separate greetings, which can be activated or deactivated as needed by the user. Calls and different greetings can be designated by "busy vs. No answer", "internal vs. external", "prime time vs. Out of hours", etc. so that appropriately tailored greetings can be recorded for each type of call received.

Avoid using the system greeting; customize your greetings especially if you are out of the office on a particular day (sick, vacation) so callers know whom to reach in your absence to solve a problem or to get the information they need. Make every effort to record your voice mail greetings with the highest quality of customer service in mind.

- Modular Messaging allows a caller to leave a full message of why they are calling so that the receiver can respond more accurately and avoid the typical back and forth call back messages and "telephone tag". Callers leave messages in their own words, thus avoiding common misinterpretations of written messages.
- Messages left from callers can be retrieved, forwarded to another appropriate Modular Messaging user for action, or deleted. For example, if a message is left for "Director A" concerning a problem, "Director A" can forward that Modular Messaging message directly to the appropriate person (provided that person has Modular Messaging) with a preface message that says "please take care of this matter directly". This gives the caller's original message in their own words and avoids typical misinterpretations experienced with written telephone messages.
- Personal Voice Mail "lists" can be created so that one Modular Messaging user can issue ONE personal message for all persons on that Voice Mail "list". For example, when you create a personal Modular Messaging list (perhaps including all your subordinate personnel), a single message can be created and simultaneously sent to all persons on your list (provided they are Modular Messaging users).

- Modular Messaging Users can leave messages for other Modular Messaging Users and even program that message to be sent to the user on a particular *future month, day and time...great for follow-up tasks!*
- The Modular Messaging system can be accessed by users from anywhere (home, vacation, etc.), at any time of the day, allowing users to retrieve messages, forward messages to another Modular Messaging user, delete messages already heard, change your greetings, etc. This enables complete remote accessibility when a user is out of the office.
- Modular Messaging users with old "analog" telephone instruments will hear a "stutter dial tone" when they pick up their telephone receiver which alerts them they have messages waiting. Users with newer digital instruments have a "message- waiting lamp" which lights up when they have messages waiting.
- There is no additional cost for Modular Messaging service on DMC telephone lines.
However, there are a limited number of voice mailboxes available in the telephone system and therefore all requests for voice mail must be approved and processed by the Department Head or Administrator.

A complete Voice Messaging User Guide that includes more detailed eligibility and all applicable policies and procedures is available from the Office of Telecommunications at helpdesk@downstate.edu, Ext 2433 or mail box 66.