

Policy

Policy Title:	Voice Mail				
Policy Number:	DHS-030-009	Version:	1.0	Effective Date:	02/15/2002

DHS Chief Administrative Officer

02/15/2002

Approved By: (Authorized Signer Name)

Date Approved

Overview

Purpose/Rationale:

Instructions for Use of Voice Mail

Policy

For instructions to record greetings see: [Voice Mail Greetings - DHS Building](#) and [Voice Mail Greetings - Field Offices](#)

Voice Mail is an important tool for staff members, customers, and clients. DHS expects all employees and volunteers to know how to use the voice mail system. Employees are expected to know how to:

- Retrieve phone messages.
- Check messages remotely by dialing in to check voice mail from a site other than your own office. See your phone system administrator or LAE for this number as each office has a specific phone number to call in on.
- Update voice messages daily. Even if you are normally in your office all day, a caller may not know your schedule. Messages that give your caller information specific to that day allows callers to make decisions about what action to take next and when to expect a response. Voice messages should include:
 - Your name and DHS and (section).
 - Your schedule (hours) today.
 - Time you will be away from your desk (meetings, travel or vacation).
 - Alternative methods to get a hold of you (cell, pager).
 - Option to dial '0' to reach a receptionist or support person.
 - Also, instruct callers to leave a detail message so you can respond.

DHS employees should provide good customer service by letting callers know your schedule and when they can expect to get a hold of you. This eliminates unnecessary calls to a receptionist or backup staff because it reduces the number of Press '0' calls that go to them.

Managers should train staff to update phone messages daily and check them periodically.

The employee is responsible to assure that your phone administrator has your dial '0' set to transfer the call to a staff person who can take your calls or messages in your absence.

Contact your phone administrator if you are unable to get into your mail box or need your password reset.

Procedure(s) that apply:

See Instructions:

[Voice Mail Greetings - DHS Building](#)

[Voice Mail Greetings - Field Offices](#)

Form(s) that apply:

None

Definition(s):

See [Common Terms](#) for department-wide support services policies

Reference(s):

None

Contact(s):

Name: HSB Telecom; **Email:** HSB.telecom@state.or.us

Policy History:

- **Version 1.0:**
 - 02/15/2002 Initial Release

Keywords:

(List keywords here that might be used by someone to search for this policy on the internet)