

## Voice Mail

**Summary/Purpose:** Define the use of voice mail on telephones.

- BETWEEN 8:00 A.M. AND 5:00 P.M., VOICE MAIL IS NOT TO BE USED ON DEPARTMENTAL NUMBERS ON CAMPUS.
  - In those departments that are understaffed, your Vice Chancellor may grant special permission for use of Voice Mail when no one is available to cover the phones. Examples are shown below:
    - The department does not employ a full time secretary.
    - The department employs only one secretary or receptionist. Voice Mail may be used when the secretary or receptionist has to be away from the desk for an extended period.
- VOICE MAIL MAY BE USED DURING THE NORMAL WORKDAY FOR MESSAGES ON PERSONAL NUMBERS ONLY IF THE INDIVIDUAL HAS TO BE AWAY FROM THE DESK.
  - Faculty and others who are in "one-person" offices may find it desirable to activate voice mail when they are away from their offices.
- VOICE MAIL MAY BE USED AFTER HOURS OR WHEN THE UNIVERSITY IS CLOSED FOR WEATHER, HOLIDAYS, ETC.
  - The Telecommunications Center can set up Voice Mail so employees can activate it themselves for holiday periods and weekends. They will also set up Voice Mail so that employees can deactivate it during the regular workday. The Telecommunications Center provides this service and all other Voice Mail services at no cost to the departments or individuals.
- VOICE MAIL WILL NOT BE USED TO AVOID ANSWERING THE PHONE.
  - A major complaint about voice mail is that people "hide" behind it to avoid answering the telephone.
- VOICE MAIL GREETINGS SHOULD BE PROFESSIONAL AND SHOULD REPRESENT THE UNIVERSITY WELL.
  - Always give a caller the option of leaving a message or being transferred to a "live" person.