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| GENERAL INFORMATION DOCUMENT | Voice Mail - Guidelines, Etiquette, and Personal Greetings |
| PRIMARY KNOWLEDGE AREA | Audix Voice Mail System |

Related information:

- [AUDIX Voice Mail – Quick Reference](#)
- [Audix Voice Mail Menu Map](#)

Voice Mail Guidelines

(Dial **3232** to access the Voice Mail System on campus; Dial **781-280-3232** or **978-656-3232** to access it from off-campus.)

Answering Calls in Person

- Remember you are the first point of contact at Middlesex for an outside caller who makes a Direct Inward Dial call
- Identify yourself and your organization
- Speak with enthusiasm
- Listen carefully
- If the call must be put on hold, keep the time on hold to an absolute minimum
- If the call must be transferred, explain why

Leaving Voice Mail or Sending (broadcasting) Voice Mail Messages

- Identify yourself and your topic
- Address only one or two topics per message
- Be brief; do not ramble. If you ramble when sending a message, re-record
- Use “urgent” with discretion

Maximizing Your Audix Voice Mail

- Create a personal greeting ([Option 3 from the Main Menu](#))
- Change your personal greeting on a daily basis
- Check your mailbox frequently
- Return messages promptly
- Encourage callers to leave a brief, but detailed message
- Inform callers that they can reach the covering extension for your extension by pressing 0 (zero) if this type of coverage is in place
- Save only messages that are essential
- “Clean out” unneeded messages from your mailbox to ensure enough space for new incoming messages (messages automatically deleted after seven days)
- Encourage the use of voice mail after normal business hours
- Change your password periodically to ensure privacy
- Encourage the use of group voice mail messages (messages broadcast only within a department) rather than email when information only needs to be disseminated in one direction

Voice Mail Etiquette

Caller Care

Take the time to create a personal greeting and update it daily or more often if your schedule requires you to. The greeting should include the date/day of the week, your whereabouts, and a general time frame in which the caller can expect a call-back. Your greeting should request the caller leave a detailed message as to the reason for his/her call.

Responsiveness

Return calls you receive promptly - within 24 hours. AUDIX is only as effective as your timely response to messages. You can give a quicker turnaround time if you encourage callers to leave detailed messages, allowing you to research the problem and have a resolution when you return the call.

Easy to Reach

If you are in the office, make every effort to answer your extension personally. During business hours, do not activate "Send All Calls" unless you cannot be interrupted. AUDIX is an effective backup when you cannot answer the phone, but it was never intended to be a screen or a barrier to personal communication. Most people do not mind getting AUDIX if they know your schedule and that you will respond quickly.

Personal Attention

In your personal greeting, advise the caller how they can exit the system using "0", or the "T" plus the extension of a colleague followed by the # sign. If you make "0" an option, be sure that the "escape to" or covering extension will be covered during all business hours. The designated coverage person in each area should have a list of key contacts and/or your whereabouts to provide maximum assistance to the caller. If a person wishes to leave a message after escaping to the coverage station, encourage them to leave the message on AUDIX by using the "Transfer into AUDIX" feature, or by transferring them back to the principal's extension and activating the "Go-To-Cover" before the coverage person disconnects.

SUGGESTIONS FOR PERSONAL GREETINGS:

- Hello, this is John Smith at Middlesex Community College. Today is Monday September 20th. I will be in the office in the morning and attending a meeting in the afternoon. I will be calling in for messages. At the tone, please leave your name, telephone number and a detailed message. Or press 0 to reach my secretary Thank you.
- Hello, this is Sally Smith at Middlesex Community College. Today is Monday, September 20th. I will be out of the office all day attending meetings, but I will be calling in for my messages. Please leave your name and telephone number with a detailed message and I will return your call. Or press 0 now to reach my covering extension. Thank you.
- Hello this is John Smith at Middlesex Community College. I am on vacation from September 20th through September 27th. I will not be calling in for my messages. Jane Doe will be covering for me; you may reach Jane at extension 3333. Press *T or *8 and 3333 then #, and the telephone system will transfer you to Jane's office. Thank you.
- Hello, this is Sally Smith at Middlesex Community College. Today is Monday. September 20th. I am in the office but I'm either on another call or away from my desk. Please leave a message after the tone. and I will return your call as soon as possible. Or press 0 to reach my coworker. John Doe. Thank you.

AUDIX VOICE MAIL – QUICK REFERENCE

| LOGIN | <i>INTERNAL (from your phone)</i> | <i>INTERNAL (not your phone)</i> | <i>EXTERNAL</i> |
|-------------------|---|---|--|
| | 1. Dial 3232 2. Press # 3. Enter password, press # | 1. Dial 3232 2. Enter your extension, press # 3. Enter password, press # | 1. Dial (978) 656-3232 or (781) 280-3232 2. Enter your extension, press # 3. Enter password, press # |
| COMMANDS | <i>BASIC COMMANDS</i> | <i>LISTENING TO MESSAGES</i> | <i>TRANSFER CALL to VOICE MAIL</i> |
| | * D - Delete * H - Help ** H - Hold message (in current category) ** N - Look up Name * O - Transfer call to operator * R - Restart ** R - Relogin * T - Transfer (dial extension and number) * W - Wait ** X - Exit out of Audix * A - Alternate addressing (enter last name and number) | 2 Rewind 3 Pause/Play 4 Louder 5 Back Up 6 Advance 7 Softer 8 Slower 9 Faster 0 Listen/Replay # Skip | 1. Press transfer 2. Dial 7027 (wait for Audix to pick up) 3. Dial extension 4. Press transfer |
| MISC. TIPS | On Touch-tone pad: Q = 7 Z = 9 | Messages older than 7 days are deleted from your mailbox | Bypass greeting: press '1' when connected, speak your message |

YOUR VOICE MAIL SYSTEM

LOGIN

- Dial your AUDIX system number.
- Enter # (from your ext.) or extension #.
- Enter Password #.

Get your initial password from your system administrator.

ACTIVITY MENU

Send Messages

1

Get Messages

**ABC
2**

Administer Greetings

**DEF
3**

Check Outgoing Messages

**GHI
4**

Change Password / Administer Lists

**JKL
5**

Scan Messages Quickly

**PRS
7**

BASIC COMMANDS

Help

*** H**

Return to Activity Menu

*** R**

Delete

*** D**

Wait

*** W**

Transfer out of system

*** T**

Look up name/ext. in Directory

**** N**

Exit system

**** X**

Hold message in category

**** H**

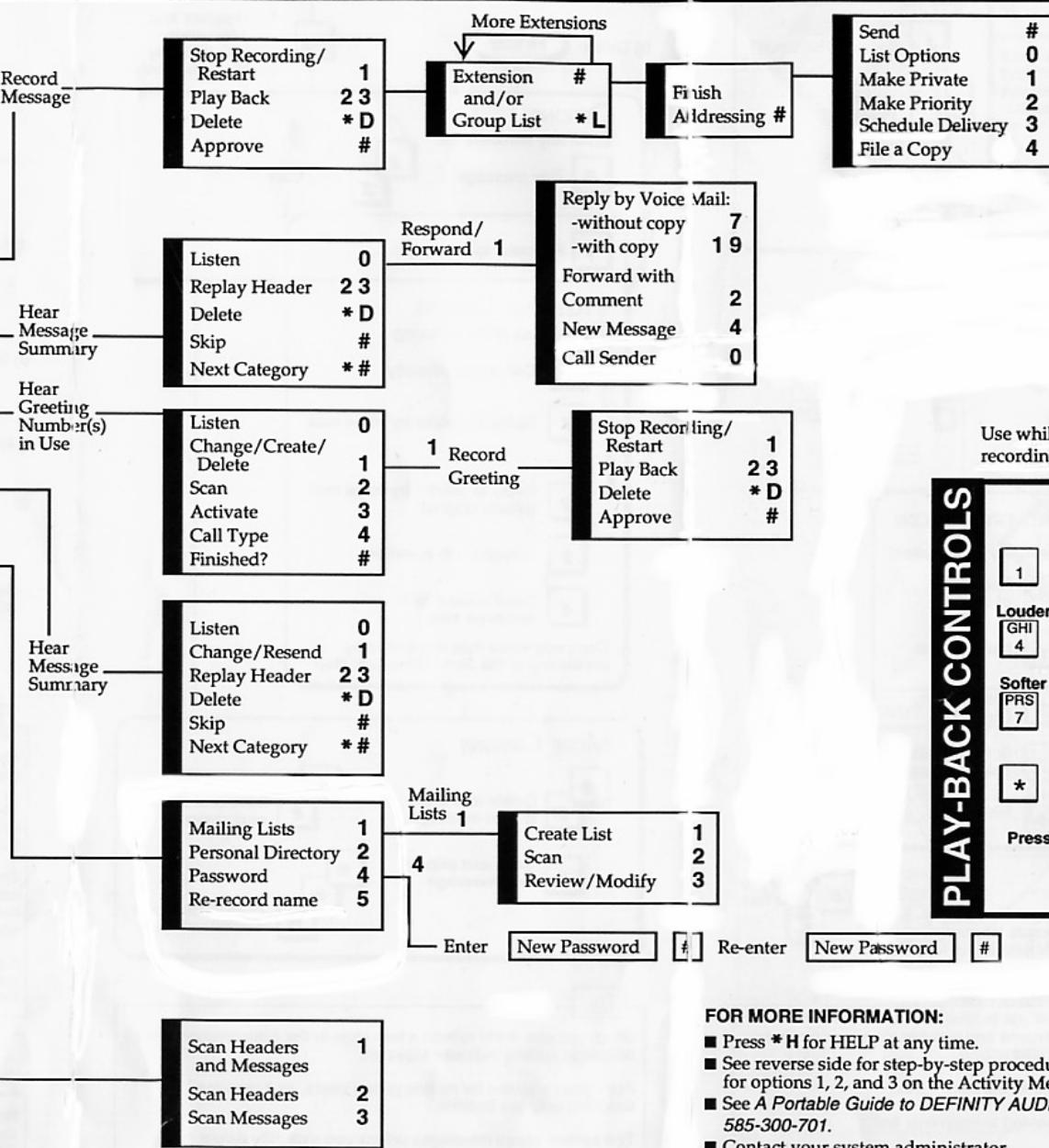
Use while addressing:

Alternate addressing
(switch between name/ext.)

*** A**

Use group list

*** L**



FOR MORE INFORMATION:

- Press * H for HELP at any time.
- See reverse side for step-by-step procedures for options 1, 2, and 3 on the Activity Menu.
- See A Portable Guide to DEFINITY AUDIX Voice Messaging, 585-300-701.
- Contact your system administrator.

NOTICE: The information in this document is subject to change without notice.