

STATE OF ALASKA DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS STANDARD OPERATING PROCEDURES	NO	PAGE 1 of 2
	ISSUED 7/12/2006	EFFECTIVE Upon Issuance
SUBJECT Voice Mail and Telephone Procedures	APPROVED BY: //signed//	
CHAPTER 20	Craig E. Campbell Commissioner	

PURPOSE:

This operating procedure establishes the DMVA policy for Voice Mail and telephone communications.

DISTRIBUTION:

All DMVA divisions.

POLICY:

It is the policy of the department to be as responsive as possible to our customers, through efficient and courteous telephone procedures.

PROCEDURE:

1. Guidelines for General Voice Mail Announcements:

- a. Announcements that fall within the pre-approved categories can be submitted directly to personnel responsible for recording general purpose announcements. Pre-approved categories are:

- (1) Emergency
- (2) Building Maintenance
- (3) Building Inspections
- (4) Promotions
- (5) Graduations
- (6) Department sponsored Blood Drives

- b. Exceptions are approved by:

- (1) DMVA Deputy Commissioner/Chief of Staff or designated appointed
- (2) Base/facility Commanders, or designated appointees

2. Guidelines for Voice Mail Usage:

- a. DMVA staff members are expected to answer their telephone when it rings. Voice Mail and Call Forwarding are not intended to be used while staff are performing routine duties.

- b. Voice messages should be checked in a timely manner, normally immediately upon

return to your desk. It is recommended that, at a minimum, you check your Voice Mail upon arrival at work, after lunch, and at the close of business.

3. Voice Mail Greeting:

- a. Voice Mail telephones must have a recorded external greeting. DMVA staff members should leave an external and internal absence greeting when they expect to be out of the office for a substantial period of time. Other internal personal greetings are optional.
- b. Personal greetings should be updated as necessary and checked at least weekly
- c. The following items will be contained in personal greetings:
 - (1) Name
 - (2) Position
 - (3) How long you expect to away from if office (if applicable)
 - (4) Whether you have an alternate point of contact (if applicable)
 - (5) An option to dial another number for immediate attention
 - (6) Date of recorded message
 - (7) Whether you have and alternate point of contact (Optional)

4. Training:

- a. Supervisors are responsible for ensuring that all new employees are trained in telephone procedures.
- b. New employee training should be completed during their first week of employment.

5..Helpful Tips:

- a. Delete old messages to allow the telephone system to operate more efficiently
- b. If the system allows checking of Voice Mail messages from telephones other than your own use this feature.
- c. Forward your calls directly to your voice mail if you will be away from your desk for an extended period of time and cancel it when you return. This gives callers immediate access to your voice mail (i.e. they don't have to wait for the telephone to ring 3+ times).
- d. When away from your office, use the system's Remote Call-In feature if available.
- e. If a significant number of your voice mail messages contain confidential or sensitive information use an individualized password for accessing it.