

Voice mail

Voice Mail allows your phone calls to be answered, in your own voice, when you are not able to answer them in person. This is achieved when you *Call Forward* your calls to voice mail using any combination of call forwarding features.

There are five different ways that *TASINET Voice Mail* can be made to work for you.

- Single User
- Multi User
 - Common Greeting
 - Personalised Greeting
- Interactive
 - Recorded Information
 - Call Distribution

TASINET provides three Call forwarding options that can be used to direct your incoming calls to voice mail.

Call forward ...	To activate	To cancel
All calls	Press *70 + 123 3344	Press #70
No answer	Press *80 + 123 3344	Press #80
Busy	Press *90 + 123 3344	Press #90

Available features

- Choice of greetings
- Day and night responses are programmable to suit your requirements (eg after hours your service might take messages only, but transfer calls during the day)
- Time stamps tell you exactly when a message was left for you
- By sending messages to other subscribers, you can communicate without interrupting them
- You can instruct that delivery of your message be deferred to a later time, up to several days later
- A Receipt can be sent to tell you exactly when one of your messages has been listened to
- Voice mail lists allow you to send a message to several people at once, allowing you to build, amend or re-use your lists as often as you like
- You receive notification of messages
- There is no need to remember complex codes to access the many features, just follow the voice prompts and you will be led step-by-step through all the options

Common greeting

- A common greeting is recorded for all users
- Callers have a choice of leaving a message or being transferred to someone (eg receptionist)
- All messages are stored in the owner's mail box

This arrangement is very suitable where it is desirable to have all phone messages managed centrally, particularly where phone calls are not intended for individuals, but for a tTeam.

Personalised greeting

- Callers will receive your personal greeting
- Callers have a choice of leaving a message or being transferred to someone (eg receptionist)
- Messages are collected in an associated voice mailbox owned by one person (eg receptionist)
- Messages belonging to users are grouped together and individually identified
- The nominated owner of the group mailbox will have the full functionality as for an individual user

This arrangement relieves an individual user of having to manage their own voice mailbox, but allows a nominated owner (eg receptionist) to identify the messages intended for a particular person quickly, while offering information to callers relating to the particular extension that they have dialled.

Interactive voice mail

Recorded information

This option improves efficiency by relieving staff from answering repeated questions about simple facts (eg timetables, fees, or opening hours)

Using the recorded information voice mail facility, callers can tailor their enquiries by making menu selections when prompted to access the information they require. It also allows for a number of callers to be answered simultaneously.

Call distribution

This option acts like an electronic receptionist. Calls are transferred to designated staff areas on the basis of menu selections made by the caller.

For more information

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