

**754.7 SUBJECT: REQUEST AND USE OF VOICE MESSAGE (VOICEMAIL)
PROCESSING**

:1 OBJECTIVE:

- A. To describe the policy and procedure necessary to request and obtain voice message processing features.
- B. To describe the policy and procedure for use of voice message processing.
- C. To ensure requests are consistent with the overall technical direction of City-wide telecommunication systems.

:2 AUTHORITY:

This procedure amended by City Council September 15, 2003.

:3 DIRECTION:

Network Support Manager receives direction through the [Systems & Networks](#) Senior Manager.

:4 METHOD OF OPERATION:

- A. Voice message processing, voice mailboxes or Phone Mail will be used for City business purposes only. Evidence of abuse or misuse will constitute grounds for removal from the voice message processing system.
- B. Voice message processing statistical reports will be monitored monthly for current and past activity as well as the security of the system. Suspected abuse or misuse will be reported to the Chief Information Officer and the appropriate Department Director/Office Head for disposition.
- C. Employees desiring a voice mailbox will submit their requests in writing, using the Technology Management Service Request Form. Department Directors/Office Heads/Division Managers/Program Managers will screen requests for appropriateness, need and approval. A "MUST-ANSWER" phone number shall be provided on the form next to "Voice Mail" before entry into the Phone Mail system.
- D. All employees approved for assignment of a voice mailbox will receive written instructions on how to set up their mailbox. Formal training will be provided as needed.
- E. The employee's voice mailbox record will be removed from the Phone Mail system upon termination of employment, transfer to another Department/Office, or loss of the employee's services for a period of 30 days or longer.
- F. The operation and administration of all matters pertaining to the voice message processing system will be handled by the Technology Management Division
- G. Persons using the Phone Mail system shall report all instances of trouble, busy signals, locked mailboxes and evidence of misuse to the Call Center at 246-2600.

H. Definitions

1. Alternate Greeting - A personal Phone Mail greeting that can be substituted for the regular greeting if the subscriber has had the multiple personal greeting ability enabled. When activated, the alternate greeting answers all calls.
2. Mailbox - A depository in the Phone Mail system assigned to each subscriber to permit the subscriber to send and receive Phone Mail messages.
3. Must-Answer Position - An extension at which someone is available to answer callers who have reached a subscriber's Phone Mail mailbox but who want to speak to someone directly.
4. Pager - Radio paging service is another form of telephone service made possible by radio technology. If "outcalling" is a desirable feature of the Phone Mail mailbox, you must identify on the request form, in "Other" box, the type of pager (voice or digital) you are using so that the appropriate class of service is provided to your mailbox.
5. Outcalling - Phone Mail feature designed to notify subscribers who are away from their telephones that new voice messages exist in their Phone Mail mailbox. This is done by calling the subscriber at a predetermined telephone number or pager.
6. System Administrator - The Network Support Manager or designated assistant who configures, monitors and maintains the Phone Mail system, and also is responsible for generating reports and communication with the Phone Mail vendor.

:5 FORMS:
Technology Management Service Request Form.

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure adopted by City Council September 14, 1992, Item 3NN; amended April 19, 1993, Item VV; amended March 20, 1995, Item SS; amended August 25, 1997, Item 8-A; amended August 31, 1998, Item 3K; amended April 3, 2000, Item 2PPP; amended September 15, 2003.

:8 EFFECTIVE DATE:
This procedure effective September 15, 2003.