



OP 01.22: USE OF VOICE MAIL

PURPOSE

To provide guidelines to departments and employees regarding the appropriate use of voice mail and to help ensure that university offices are perceived as service-oriented and customer- friendly, as well as efficiently administered.

POLICY/PROCEDURE

Mississippi State University recognizes that voice mail is a valuable tool that, used appropriately, can enhance accessibility, communication, and efficiency.

Main office telephones

Each department and unit of the university shall strive to ensure that its primary, publicly listed telephone numbers are answered by a person, rather than a recorded message, during normal office hours. Call-forwarding from the listed number may be helpful in achieving this objective when the person primarily responsible for answering the telephone is temporarily unavailable.

Short-term and occasional use of voice mail for answering departmental phones is permissible when circumstances dictate its use.

Voice mail answering of department phones outside of office hours and on weekends and holidays is appropriate and desirable. Callers should be informed of regular office hours and/or alternative methods of contacting department representatives.

Callers to primary office telephone numbers should be given the option of being transferred to the requested party's voice mail, rather than being transferred automatically.

Individual telephone extensions

Telephone number extensions assigned to individuals and not listed in the departmental directory may be answered by voice mail at the convenience of the primary user.

REVIEW

This policy will be reviewed every four years (or whenever circumstances require an earlier review) by the Chief Information Officer.

REVIEWED:

/s/ Steve Parrott
Chief Information Officer

8/24/2020
Date

/s/ David R. Shaw
Provost and Executive Vice President

8/24/2020
Date

/s/ Tracey N. Baham
Director
Institutional Research & Effectiveness

8/24/2020
Date

/s/ Joan Lucas
General Counsel

8/24/2020
Date

APPROVED:

/s/ Mark E. Keenum
President

8/24/2020
Date