

Project CONNECT

Guidance on Using The Phone System

SOME PRINCIPLES

Effective use of the telephone is one of our most important activities. Since the telephone may be the first or only contact we have with each other and our students, it can form a lasting impression. If not handled properly, the caller can become frustrated. We can all identify with common causes of dissatisfaction such as

- Being transferred from office to office
- Being transferred before being able to explain what we need
- Being placed on hold for a long period
- Being disconnected
- Getting the impression that the person you are speaking to isn't interested
- Not having a call returned
- Not having a message delivered to the right person

Using the telephone is largely common sense. ***The best approach is to treat others in the way you want to be treated.***

Some basic pointers are:

- Be positive
- Show that you want to help
- Take ownership of a call. Do what is necessary to help the caller

THE EQUIPMENT

Your telephone has features which include:

- ☎ forwarding calls to another extension,
- ☎ increasing/reducing receiver/ringer volume,
- ☎ accessing voice mail,
- ☎ auto redialling of the last number dialled,

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- ☎ setting up a personal directory,
- ☎ accepting a second call and putting the first one on hold,
- ☎ setting up a conference call.

Some of these features are pre-programmed and can be selected by pressing an identified key on the handset. Others have to be enabled by using the keypad to enter a code and following the recorded instructions step by step. If you have an advanced handset, you will be able to access a number of additional features. If you are not sure about which handset you have, please phone 3444.

Using the handset for the first time

- *Lift handset*
- *enter own extension number*
- *enter 0000 or 3412*
- *hang-up.*



Basic Operations Stuff

To Transfer a call.....	Dial extension number, introduce the caller & then hang-up
If no reply, busy etc.....	Press the ENQUIRE key (or ENQOFF if you have an advanced handset)
To toggle between calls	Press the BROKER key
To Conference...	Dial required extension with call & press 3
New Codes	
<i>Call / Group Pick-Up</i>	=*73
<i>Call divert</i>	=*60
<i>Cancel divert</i>	=*64
<i>Call-Ring back</i>	= 5
New Functions	
To send TOUCHTONE...	Press #4 after dialling number
To Mute a call.....	Either press 3 or the ENQUIRE key

TIPS AND TECHNIQUES

Answering a call

We suggest you say “Hello” and that you identify the area *and/or* yourself to the caller clearly.

If you cannot help them immediately, note down their name and telephone details and state when you will get back to them. If you need to pass a message on, tell them to whom you are passing on the message so they will have a contact name.

Don't leave the caller on hold any longer than is necessary. Remember to use the MUTE key (see above), otherwise the caller will be able to hear everything else that is happening in the room around you.

If you need to go to a file, check a screen, or ask a colleague, explain to them what you will be doing while the caller is on hold.

Make sure that any messages you note down for colleagues are clearly legible or e-mailed to them. Include all the information about the call they will need to respond effectively.

Thank the caller.



Voice Mail

Voice mail is like an answer phone. It can record calls when you are not there to receive them. You can retrieve the recorded calls from any telephone anywhere. It has some sophisticated features with which you will become familiar, but to get you started here are basic instructions for you to follow.

Setting Up Voicemail For The First Time

The simplest way is:

1. Dial *## at your phone.
2. The system then talks you through the steps to follow.
 - When first prompted for a password, **enter your extension number**.
 - You'll then be prompted for your **own secret password** that you'll use thereafter (between 4-8 numbers).
 - You'll be prompted for a greeting. When prompted, speak this message:

"Hello, you have reached the office of <your name here> at Bolton Institute. I am sorry I'm not available to take your call at the moment but please leave your message after the tone and I'll get back to you".

3. On completing the set up steps, you are now ready to retrieve your messages.

To Retrieve Messages left for you

Press *##

Voicemail Quick Reference

Things you can do whilst listening to your messages	Key to press
Increase the speed a message plays at	6
Slow down the speed a message plays at	4
Skip forward (by an arbitrary time chunk)	3
Skip backwards (by an arbitrary time chunk)	1
Pause the playback of the message	2 (press 2 again to restart the message)
To skip to the next message	#
To delete a message after listening to it	7
To find out the date and time the message was left and the caller's number	5

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If you are away from your desk & want to retrieve your messages

1. Dial your own extension.
2. Whilst your message is playing **press *#**
3. Enter your password
4. The system then talks you through the steps to listen to the recorded calls. You can: replay them, save them and erase them.

Please remember that each telephone call gives the caller an impression of you and the university so ensure:

- Your message is clear with no background noises.
- Your tone is welcoming.
- You promptly reply to their call.

Temporary change of your voice mail message whilst you are absent - "Extended Absence"

At various times of year many colleagues are likely to be away from their desks for a period of time. This means that any voicemail messages are likely to be left unanswered. (They will remain "live" for 30 days before being wiped).

To avoid being swamped by a mass of messages when you return, we suggest you create an "extended absence" voicemail message.

Recording your extended absence message:

- Dial *##
- Type in your Voice mail password
- Type 0
- Type 4 to enter personal options
- Type 3 to select 'record greetings'
- Type 2 to select 'Create extended absence greeting'
- Follow the voice prompt and record a message as follows
- ***you are through to <your name> at the University of Bolton. I am away from my desk until <date> If you wish to speak to somebody urgently, please ring < give the number of the extension where it has been agreed that messages will be taken>***
- Press * to exit.

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Your extended absence greeting is automatically used as your voice mail message.

To remove an Extended Absence Message

- Dial *##
- Type in Voice mail password
- Type 2 to delete it
- Press * to exit

Your normal voice message will be automatically used as your voice message

Final tip from an experienced voice mail user:

Only use voicemail if you will respond to your messages within 24 hours. Otherwise use call redirection so that calls are transferred to your administration area when you are not there to receive them.

Access your voice mail 'little and often'. The more you do it, the easier it is to do! There is nothing more daunting than accessing your voice mail infrequently and finding numerous messages to respond to. (This is also unsatisfactory from the caller's point of view).

HELP

- Read the handset manual
- Speak to colleagues who have attended the training
- Contact Reception
- For a searchable directory go to www.bolton.ac.uk/staffsearch

If you have any comments or wish to make amendments please contact IST service desk on 3444.

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