



Tucson City Court Administrative Directive

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I. PURPOSE

Establishes a standardized policy within the Court regarding use of telephone voice mail.

II. POLICY

Telephone voice mail is available for the majority of court staff and is used to record messages when individuals are unable to answer their telephone. Attempts should be made to return voice mail messages within 24 hours and certainly within 48 hours of the message being left. The password for all voice mail accounts will be set at a standard four digit (2582) number unless the Presiding Magistrate or Court Administrator approves an alternate password. A standard personal greeting will be recorded, see example given in Section III. A. The standard personal greeting will be revised for extended absences and then revised upon return from absence. Voice mail can be accessed from an external telephone for the purpose of updating your greeting or accessing voice mail messages.

III. PROCEDURE

A. **Standard Voice Mail Greeting**

Suggested format is:

*You have reached the office of **YOUR NAME**. I am unable to answer your call but if you leave your name, telephone number, and a brief message I'll get back to you as soon as I can, thank you.*

B. **Extended Absence**

When individuals will be on an extended absence such as leave time, conferences, or training, the voice mail greeting should indicate the dates of absence, date of return, and an alternate person to contact for immediate assistance.



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Suggested format is:

*You have reached the office of **YOUR NAME**, I will be out of the office from **DAY AND DATE**, and will return on **DAY AND DATE**. If you require immediate assistance, please contact **Name and telephone number**, thank you.*


C. Returning Messages Left on Voice Mail

Every effort should be made to return voice mail messages the day they are left. The goal is to return voice mail within 24 hours and in rare cases no less than 48 hours.

D. Accessing Voice Mail Accounts From External Telephone Numbers

Instructions for changing voice mail names, greetings and accessing voice mail menus from external telephones are attached.

REVIEW RESPONSIBILITY: The Court Administrator or designee will review this Court Administrative Directive for revision or deletion every two years or as needed.



PRESIDING MAGISTRATE

April 10, 2012

DATE

Attachment: Voice Messaging Instructions

City of Tucson Voice Messaging (AVAYA)

1. Accessing Voice Mail from an External Telephone

Dial Voice Mail Access Number – **(520) 837-8370**

Press #

Enter your mailbox number, for example if your telephone number is 837-3999, you would enter 73999 followed by the # sign.

Enter your Password **2582** followed by the # sign.

2. Change Voice Mail Name

From your office telephone, dial the voice mail access phone number **78370**.

Enter your password **2582**.

To record your mailbox name, press **5 – 5**; speak your name and press **1**; to approve your recorded name, press #.

3. Administer/Change Personal Greeting

From your office telephone, dial the voice mail access phone number **78370**.

Enter your password **2582**.

To record a personal greeting, press **3 – 1 – 1**. Record your greeting and press #.