

## NSSC Responsiveness Program Procedures Out of Office Voice Mail

Updated September 2012

When out of the office for one day or more, employees are required to update their voice-mail greeting, and include the following components:

- You are out of the office
- When you are expected to return
- When you will return the customer's phone call
- That the customer can press 8 to be transferred directly to the NSSC Customer Contact Center or call the Customer Contact Center at 877-677-2123

### Example:

"You've reached Neil Armstrong at the NSSC. I'm out of the office until Tuesday, January 3rd. You may press 8 to be transferred directly to the NSSC Customer Contact Center or stay on the line to leave a message, and I will return your call on the day I return."

### How to change your voice-mail greeting from your desk:

- Press the **Messages** button on your phone
- Enter your PIN followed by pound (#)
- Press **4** to access the **Setup Options** menu
- Press **1** to access the **Greetings** menu
- After your current greeting plays, follow the remaining prompts to change your voice-mail message

### How to change your voice-mail greeting from offsite:

- Call 866-520-2336
- Enter your ID number followed by pound (#)
  - Your ID number is your 5 digit phone number
  - Example: 3xxxx for an 813-xxxx phone number, or 8xxxx for a 688-xxxx phone number
- Enter your password followed by pound (#)
- Follow the remaining prompts to change your voice-mail message

### How to check your voice-mail messages from another phone:

- Call 866-520-2336; within the NSSC Building 1111, you can dial 9000
- When asked for a User ID, enter your five-digit phone number
  - Example: 3xxxx for an 813-xxxx phone number, or 8xxxx for a 688-xxxx phone number
- Enter your PIN followed by pound (#)