

VoiceMail4All

HOW TO DEMONSTRATE THE VOICEMAIL4ALL SYSTEM

STEP 1: Give Client their New Number (60-Second Soundbite)

- ❖ Give client the Registration Confirmation / User Guide AND a Pocket Guide
- ❖ Explain the difference between the local number and the 0808 number
- ❖ Explain the Mailbox ID (last 6 digits of their landline number) and the 4-digit Password (PIN)
- ❖ Explain the Expiry Date and how and where to renew their number

STEP 2: Go through the Keypad Options with the Client

- ❖ Options “1” and “3” are directional keys
 - “1” plays the **Previous** message in the mailbox
 - “3” plays the **Next** message in the mailbox
- ❖ Options “4” and “6” allow you to hear all or part of the message again
 - “4” **Rewinds** the message
 - “6” **Fast Forwards** the message
- ❖ Option “5” allows you to hear the caller information
 - **Time and Date** of the message
 - **Phone Number** of the person who called
- ❖ Options “2” and “0” are your administrative keys
 - “2” **Saves** the message permanently
 - “0” **Deletes** the message permanently

N.B. Messages not saved by hitting “2” will be removed from the mailbox after 30 days

STEP 3: Help the Client Pick Up a Recorded Message

- ❖ Call client’s local voicemail number and **record two or three messages**
 - Differentiate between each message (i.e. Message One, Message Two)
- ❖ Ask the client to dial their **0808** message retrieval number
- ❖ Key in the 6-digit **Mailbox ID** and the 4-digit **Password** when prompted
- ❖ Listen to the **Caller Information** of the first message (**Option “5”**)
- ❖ **Save** the first message (**Option “2”**)
- ❖ Listen to the second message by going to the **Next** message (**Option “3”**)
- ❖ **Rewind** (**Option “4”**) and **Fast Forward** (**Option “6”**) to hear parts of it again
- ❖ **Delete** the second message (**Option “0”**)
- ❖ Listen to **Previous** message (**Option “1”**)

POINT TO NOTE:

1. Please encourage the client to have a go at picking up a message at the same time as they receive their number. This will make them feel more comfortable and increase the likelihood that they will continue to use the service.

2. If a client feels strongly that they want to change the password on their number, please ask them to leave a message for the VoiceMail4All Co-ordinator by calling the **Helpdesk** number or sending an email, stating clearly what they want the new password to be and I will endeavour to change their password within 24 hours.