

VoiceMail4All

HOW TO DEMONSTRATE THE VOICEMAIL SYSTEM

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

- ❖ Give client the Registration Confirmation / User Guide from the website AND a Pocket Guide
- ❖ Explain the difference between the local voicemail number and the 0800 number
- ❖ Explain the Password (PIN) and Expiry Date and how to renew their number
- ❖ Explain the No Message No Charge feature
 - Two rings = message
 - Three – Five rings = no message ... HANG UP!
- ❖ Explain that client must hit the # key DURING the personal greeting

STEP 2: Help the Client Change their Password (PIN)

- ❖ Discuss the confidentiality issues and importance of changing their password
- ❖ Ask if client wants to change personal greeting
 - **If so, this MUST be done on the local voicemail number**
 - If not, the client can change PIN on the 0800 number
- ❖ Take client through the process as outlined on the A4 User Guide
- ❖ Ensure client keeps new password in a safe place
- ❖ Ensure that the client does not give you their new password

STEP 3: Help the Client Record their Personal Greeting

- ❖ **This MUST be done on the local number!**
- ❖ **Do NOT record a new personal greeting on the 0800 number!**
- ❖ Encourage client to write out the personal greeting before they record it
- ❖ Suggest client leave longer message to give more time to hit “#” key
- ❖ Take client through the process as outlined on the A4 User Guide

POINTS TO NOTE:

1. Please try to help clients change their personal greeting and PIN on the same day they receive their number. This will make them feel more comfortable about using the service, and is much easier to do BEFORE they start receiving messages.
2. If clients have forgotten their password, **the Partner Project** will have to contact the VoiceMail4All Co-ordinator to verify the identity of the person requesting a PIN change.
 - Call the Helpdesk / Administrator Number **(0800 983 1 983)**
 - Leave a message stating
 - Name of Partner Project
 - Phone Number of Partner Project
 - Name of Client
 - Client's VoiceMail4All number
 - Original Password (as found in the VoiceMail4All binder)

I will then change the password back to the original password (PIN) and call the Partner Project to confirm.

STEP 2: Help the Client try out the other Keypad Options

1. Review remaining keypad prompts using the A4 User Guide

- ❖ Options “1”, “2” and “3” are directional keys
- ❖ Options “4”, “5” and “6” are administrative keys
- ❖ Option “#” will delete ALL messages

2. Call client’s voicemail number and record three messages

- ❖ Do NOT hit the “#” key during the greeting. Wait for greeting to end
- ❖ Differentiate clearly between messages (i.e. “test message one,” “test message two,” etc.

3. Call the client’s free 0800 message retrieval number to pick up the messages

- ❖ Point out that the phone only rang TWO times before answering
 - There IS a message
- ❖ **Hit the “#” key AS SOON AS the client hears the greeting / voice**
- ❖ Point out that you can select any keypad option DURING a message and do not have to wait until the prompts are listed
- ❖ Listen to the Caller Information of at least one message (Option “5”)
 - Point out the value of saving message as a means of storing that caller’s phone number
- ❖ Delete one message (Option “6”)
- ❖ Ignore one message (Option “3”)
- ❖ Save one message (Option “4”)

4. Call client’s voicemail number to record another new message

5. Call the client’s free 0800 message retrieval number to pick up the new message

- ❖ Messages are stored in three boxes: New, Old, Saved
- ❖ System listens to New messages, then Old messages, then Saved messages
- ❖ System listens to messages in each “box” in reverse chronological order
- ❖ New and Old messages are stored 30 days
- ❖ Saved messages are stored permanently
- ❖ Try out “Previous” (Option “1”), “Current” (Option “2”), and “Next” buttons (Option “3”)
 - “Previous” refers to newer messages
 - “Next” refers to older messages
- ❖ Point out the importance of deleting or saving messages
 - Having lots of “Old” messages means you have to listen to them each time you want to get to messages in “Saved” box
 - This wastes time AND money

6. Delete all greetings

- ❖ Select Option “#”, Press “1” to confirm

7. Go through Frequently Asked Questions on User Guide

8. Give client a Pocket User Guide