



## Enhancing your contactability

### Going to be away from the office?

Follow the "Going to be away from the office" checklist (see over) to ensure you're still providing good customer service in your absence.

### If you are sick or away unexpectedly

If you're well enough, use your home phone or cellphone to update your voicemail greeting to reflect your absence:

- Dial 836 8000
- When the recorded greeting begins enter 3810 followed by the # key
- Enter your extension and PIN number
- Enter 4, 1, 1, 2
- Follow the prompts



*Consider having a standard mailbox password for your team – then, if need be, you can change voicemail greetings and check messages on behalf of team members.*

### Consider setting up a "dial 0" option

To optimise customer service when you're unavailable, consider setting up a 'dial 0' option. Once set up, you can refer to it in your voicemail greeting, i.e. "... leave a message after the tone or, if your query is urgent, dial 0 to speak to ...".

- ▶ Contact IM Helpdesk to set up a 'dial 0' option.

### Consider setting up pick-up groups

If you're in a team where you're likely to be able to assist callers on behalf of your colleagues, consider setting up a pick-up group. This will allow you to easily pick up your team members' calls in their absence.

- ▶ Contact IM Helpdesk to discuss options.

### Consider setting up a hunt group

If you're in a team where you're all dealing with similar types of calls, consider setting up a hunt group. A hunt group will distribute calls between nominated extensions and jump from extension to extension until the call is answered.

- ▶ Contact IM Helpdesk to discuss options.



## Going to be away from the office?

### Before you leave:

- ✓ Update your **desk phone voicemail** greeting. Include:
  - Details of when you will return to the office and when you're likely to return calls.
  - An alternative contact for urgent queries.
  - Your cellphone number if appropriate.OR ... consider forwarding your phone to a team member or support person who can deal with calls in your absence.
- ✓ Make arrangements for your **cellphone**.
  - If your cellphone will be turned off, update your voicemail greeting giving information on when you'll be back to work and an alternative contact in your absence; OR
  - Leave your cellphone with someone else in the office, i.e. a support person or colleague. Ensure they have information on how to deal with any queries.
- ✓ Turn on your **email "Out of Office assistant"**. Include:
  - Information on when you'll be returning to the office and when you're likely to respond to messages.
  - An alternative contact for urgent queries.OR ... if you're likely to receive large numbers of emails and/or emails requiring urgent attention, consider forwarding messages to a team member or support person.
- ✓ Note your absence on your team's **in/out board**.
- ✓ Update **support staff and/or colleagues** on your whereabouts and how to deal with any queries.
- ✓ Advise the **Call Centre** Intranet Content Administrator of your absence and who will be dealing with calls while you're away.
- ✓ If you receive **Service Requests** (via Pathway) think about how these are to be managed.
  - There may be someone in your team who can check service requests and reallocate them where necessary.
  - Consider redirecting your email to another staff member.

### On your return to the office:

- ✓ Update your **desk phone voicemail** greeting.
- ✓ Update your **cell phone voicemail** greeting (if it was changed in your absence) and/or collect your cellphone from its 'minder'.
- ✓ Turn off your **email** "Out of Office assistant" and/or turn off any instruction for your emails to be forwarded to another party.
- ✓ Update your **in/out board**.
- ✓ Let support **staff and/or colleagues** know that you're back.
- ✓ Check and return voicemail and email **messages** as soon as possible.



### Outlook out of office message (and forwarding emails in your absence)

- From your Outlook mail screen, select "Tools"
- Select "Out of Office Assistant"
- Select "I am currently out of the office"
- Enter relevant text to be sent to message senders. Include reference to when you'll be back in the office and will be able to respond to messages.
- To forward emails to another email address - see the "Add Rule" tab for options.



### Changing your cellphone voicemail greeting

- Phone 707 (from your cellphone)
- Enter 3, 4, 1, 1
- Follow the prompts



## Excellence in telephone usage and call management

In line with Waitakere City Council's Customer Services Charter, we are committed to attaining telephone service standards that reflect excellence in customer service.

In moving forward, to meet this challenge and commit to our Chief Executive Officer's vision of the 'The Waitakere Way' of doing business, we need to apply ourselves in both our external and internal customer relationships.

In the words of our CEO "No matter how good we might think we are today in our individual areas of work, we need a continual drive for excellence if we are to keep pace with expectations and not get complacent."


Here's how you can do it ...

- By answering your incoming calls within three rings.
- By recording a personalised voicemail greeting which gives alternate contact methods and information on when you'll return calls.
- By responding to voicemail messages as soon as possible.
- By presenting yourself and the Council in a professional manner – focus on your tone of voice and the language you're using.
- By working with your team to optimise your contactability – where appropriate use pick-up groups, hunt groups, dial 0 options, call forward, etc. You'll find more details on these options overleaf – see "Enhancing your contactability".

By playing your part you will contribute to our goal of enhancing the experience of customers in their interactions with the Council. Together, we will influence how people perceive our Council – now and in the future.

It's up to us to make the difference!

## Your telephone basics

Function	From a standard phone	From a large screen phone
<b>Call forward</b> ▶ <i>Set your phone to automatically forward calls to another extension, a Council issued cellphone or an external number</i>	<ul style="list-style-type: none"> <li>Press *22, then the destination number</li> <li>Hang up</li> <li>⊘ To reset – press #22</li> </ul>	<ul style="list-style-type: none"> <li>Press CFrd key, then the destination number (NB: if CFrd does not show on your screen, use the large arrow buttons to scroll through the available options to find CFrd)</li> <li>Hang up</li> <li>⊘ To reset – press CFrd key</li> </ul>
<b>Divert straight to voicemail</b> ▶ <i>Any incoming calls will be directed straight to your voicemail greeting (without ringing first)</i>	<ul style="list-style-type: none"> <li>Press *66</li> <li>Hang up</li> <li>⊘ To reset – press #66</li> </ul>	<ul style="list-style-type: none"> <li>Press Send calls key</li> <li>Hang up</li> <li>⊘ To reset - press Send calls key again</li> </ul> <p> <i>Leave a post-it note to yourself to undivert or unforward your phone – stick it on your phone or on your PC screen</i></p>
<b>To put a call on hold</b> ▶	<ul style="list-style-type: none"> <li>Press the hold key.</li> <li>To retrieve the call, press the hold key again.</li> </ul>	
<b>To pick up a call from a workmate's phone</b> ▶ <i>(where a pick-up group is set up)</i>	<ul style="list-style-type: none"> <li>Press *11</li> </ul>	<ul style="list-style-type: none"> <li>Press the Pickup key.</li> </ul>
<b>To transfer a call</b> ▶	<ul style="list-style-type: none"> <li>Press the transfer key</li> <li>Enter the extn number</li> <li>When ready to transfer caller, press the transfer key again.</li> </ul> <p><i>NB: If line is busy or there is no answer, press the drop key to return to your caller.</i></p>	
<b>Other features</b> ▶	For more information and support on use of your phone see Econet, How to...?, Phones – User Guide and Voicemail instructions.	









Standard phone



Large screen phone

## Your voicemail

Function	Instruction
<b>Recording your greeting</b> ▶ <i>Ensure your greeting has alternate contacts (for urgent assistance), your cellphone number if you have one and an indication of when you'll be returning calls.</i>	<ul style="list-style-type: none"> <li>Press the messages  button on your phone (or the "MM Vmail" button if you have a larger screen phone)</li> <li>Enter your password followed by the # key (NB: The default password is 2006)</li> <li>Enter 4, 1, 1, 2</li> <li>Follow the prompts</li> </ul> <p>NOTE: Greetings can also be changed through Outlook – see Econet, How to ...?, Voicemail Instructions</p> <p> <i>Providing alternate contacts is essential if your extension is advertised publicly.</i></p>
<b>Retrieving messages</b> ▶  <i>Before retrieving messages, ensure your phone has not been forwarded or diverted.</i>	<b>From your email (Outlook):</b> <ul style="list-style-type: none"> <li>From your Outlook inbox, open your voicemail message (voicemail messages will have a telephone handset icon  instead of an envelope icon)</li> <li>Click the play button . Your phone will ring.</li> <li>Answer your phone to listen to the message.</li> <li>You'll need to hang up your phone and repeat the above steps if you have more than one message to listen to.</li> <li>For more information – see Econet, How to ...?, Phones – User Guide and Voicemail instructions.</li> </ul>
<b>When playing messages:</b> <ul style="list-style-type: none"> <li>4 = replay</li> <li>5 = information (time of call, etc)</li> <li>6 = send message to another extn</li> <li>7 = delete</li> <li>9 = save</li> </ul>	<b>From your desk phone:</b> <ul style="list-style-type: none"> <li>Press the messages  button on your phone (or the "MM Vmail" button if you have a larger screen phone)</li> <li>Enter your PIN number followed by the # key</li> <li>Enter 1, 1</li> <li>Follow the prompts</li> </ul>
<b>Forward a message</b> ▶ <i>Forward a voicemail message to another staff member in the same way as you would forward an email</i>	<b>From outside the office:</b> <ul style="list-style-type: none"> <li>Dial 836 8000</li> <li>When the recorded greeting begins, enter 3810 followed by the # key</li> <li>Enter your extension and PIN number followed by the # key</li> <li>Follow the prompts</li> </ul>
<b>Problems playing messages?</b> ▶	Voicemail messages won't play from Outlook if your phone is diverted to voicemail or forwarded to another phone. Remove all diversions to enable messages to play. <b>Still not working?</b> Your voicemail may not be configured correctly. Contact IM Helpdesk.