

### 5.3 Octel Voice Message Scripting

- Services:
- i) New scripts — Creation and implementation of scripts for corporate services, involving multi-tiered menus and using Octel Enhanced Call Processing (ECP).
  - ii) Existing scripts — Changes, repairs and modifications.

Service	Advance Notice
New scripts	15 working days
Existing scripts	Up to 5 working days

**How to request:** Contact the Voice Messaging Services Manager at 944-0754.

**Authorization:** Director

- General points:**
- SXTV representative meets with service requestor to discuss menu design and customization.
  - SXTV contracts professional services for voice recordings.

