

**TELEPHONES (Voice Services and Switching Section – SXTV)**

For information, refer to:

General inquiries: 944-0422

Fax number: 944-0044

To get answers to information- and technology-related questions 24 hours, inquiries should be directed to the Information and Technology Help Line (choose option #2 for telephone, voice messaging and other voice services) at 944-1776.

or contact: Deputy Director – SXTV 992-3677

SXTV manages voice and voice-related services to more than 140 missions abroad and all DFAIT Headquarter's staff in Ottawa.

SXTV provides and manages telecommunications services through: telephones & SIGNET connections, repairs, call centre implementation, Octel voice messaging, in-bound toll-free services, DISA cards, equipment such as conference telephones, telephone headsets, cellular telephones, pagers and cable vision; and remote access telecom requirements.

An introductory course on the Octel voice messaging system is available on the Virtual Campus. Go to Intranet, Division Sites, CFSI Home Page, Virtual Campus, Professional Development, Course Directory, IMT 3001, Octel (English).

Of particular interest to newcomers is the voice messaging service. Voice messaging gives the employee the ability to communicate effectively from any touchtone phone 24-hours-a-day, with one person or many, send messages and send copies of messages to others, review, reply to, and save voice and fax messages sent by callers, record a single detailed message and distribute it to dozens of colleagues, and with the fax feature the employee can print faxes received to any fax device. This means that the employee's schedule, and that of colleagues, no longer affects the ability to communicate.

In addition, scripts can be created and implemented using call-flow multi-tiered menus to meet voice messaging needs.