

# Voice Messaging

## *things to keep in mind when you record your greetings*

We would like to remind you of the necessity of recording your voice messaging greeting in both official languages. The Department, both within the National Capital Region and at missions abroad, is required under the provisions of the *Official Languages Act* to provide services in both English and French. Employees who are considered officially bilingual are expected to use a mix of English and French in their greetings to encourage members of the public and other employees to leave messages in their preferred official language.

Octel offers users a choice of greeting – a "standard" system greeting where the system voice greets the caller in the language selected by the user and the "personal" greeting where the user records his or her own announcement. Departmental users of the OCTEL system are expected to use the "personal" greeting option and record a greeting with a mix of both official languages, English and French. Detailed instructions, including sample greetings and the system's menu selections follow.

### Your personal greeting

- use the Personal Greeting option of the system.

Employees who are recognized as bilingual must use

the Personal Greeting option, i.e., record their own greeting using both English and French. If you are not recognized as bilingual, use the personal greeting option in the language of your choice to ensure the bilingual system prompts to outside callers should there be, for example, a requirement to transfer the call.

*The Standard Greeting Option does not offer bilingual system prompts and therefore must NOT be used.*

- if the OCTEL system serving your office offers a multiple greeting option, record one greeting that tells callers you are away from your phone (no answer) and another greeting that tells callers you are on the phone (busy). Re-record only the non-answer greeting on a daily basis.

- include your name, the day of the week, when callers can expect a return call, the name and number of a colleague who can provide assistance, or, how someone "live" can be reached easily if the call is urgent; example "If you need assistance immediately, press 0."

Personal Greeting - Menu selection 4-3-1-2

(or, with the multiple greeting option, select the No Answer greeting - Menu Selection 4-3-1-2-1 [heard if a busy greeting is not recorded]).

"Hello. This is (your name). It is (day and date). I am not available right now. Je ne suis pas dans mon bureau. Please leave me a detailed message and I'll get back to you as soon as I can. Laissez-moi un message détaillé et je vous rappellerai aussitôt que possible."

Busy Greeting - Menu Selection 4-3-1-2-2

"Hello. This is (your name). I'm on the phone right now. Je suis occupé au téléphone en ce moment. Please leave me a detailed message and I'll get back to you as soon as I can. Veuillez me laisser un message détaillé et je communiquerai avec vous le plus tôt possible."

- when you are away for the office on holidays, use the Extended Absence Greeting. Callers cannot ignore this greeting but they may leave a message.
- pay attention to the message waiting indicator or the interrupted dialtone on your telephone.
- retrieve and act on your messages promptly.
- call forward your telephone to the voice messaging system when away from your desk for long periods of time.

CONNEXIONS is published monthly by the Client Services Division (SXC) and distributed in Canada and at missions abroad to all employees of the Department of Foreign Affairs and International Trade.

Units wishing to have a notice published in CONNEXIONS should forward the text to SXC with a memo signed at the director level. All readers are invited to send via ICONDESK ( Suggestions) draft articles they wish to have published.