

Campus Phone Systems

Etiquette and Usage

You only get 1 chance to make a good 1st impression.

- Telephone etiquette and courtesy are more than good manners, they are good business.
- Project a professional image for the University by communicating in a courteous and friendly manner.
- Most important measure of good communication is voice quality and tone.
- Keep it positive and enthusiastic!

Why is it important?

Every call is an opportunity to enhance customer relations, your image, and the image of the University.

Remember: The typical person tells 20 people about a negative experience and tells only 5 people about a positive experience.

The Basic Needs of the Customer on the Phone

- To be **recognized** and **remembered**
- To feel **valued**
- To feel **appreciated**
- To feel **understood**
- To feel **comfortable** about a want or need

View each caller as a customer

Customer Service Guidelines

- Speak clearly in a pleasant tone.
- Greet callers in a warm, friendly professional tone.
- Include your name and department.
- Use phrases such as “thank you” and “please”.
- Remember you are representing your department.
- 1st impressions are lasting

Positive Attitude – The key ingredient in providing excellent Customer Service!

Answering Calls

What you Mean

- “He is out”
- “She hasn’t come in yet”
- “He took the day off”
- “She is busy”

Tell the Caller

- “He is not in the office at the moment. Would you like to leave a message on his voicemail?”
- “I expect her shortly. Would you like to leave a message on her voicemail?”
- “He is out of the office for the day. Can you someone else help you or would you like his voicemail?”
- “She is unavailable at the moment. Would you like to leave a message on her voicemail?”

Etiquette Guidelines

- Use “Thank You” and “Please”.
- Don’t use office-specific jargon or acronyms.
- Use the **Hold** button.
Allows you to control background noise. .
Always ask before putting a caller on hold.
- **Transferring a call.**
Be sure to explain why and where you need to transfer the caller.
Always ask if it is ok to transfer.
Announce the call to the person you are transferring to.

Offer solutions/alternatives

If you know you can't do what the caller is asking – tell them what you can do.

“I'm sorry I don't know the answer to that question, but I would be happy to transfer you the Help Desk and I'm sure they will be able to assist you.

Remember the **Golden Rule** – treat others as you would like to be treated!



Phrases that keep customers cool

- I'm sorry to keep you waiting.
- Thank you for waiting.
- It was nice talking with you.
- Thank you. Is there anything else I can do for you now?
- Thank you for calling.
- You're welcome. I'd be happy to do that for you.

Your Communications Style

- What is your communications style?
- Communications style encompasses more than what we say and how we say it
- Attitude, presence, personality influence perceptions

Your Communications Style

- Am I pleasant and approachable?
- Do I have a positive, can-do attitude or am I the first to have a list of reasons why things cannot be done?
- Do I listen carefully and respectfully?
- Do I ask questions that show I understand the topic at hand and that help the person with whom I am speaking further define their thoughts?
- Do I have a tendency to talk down to others or use jargon that creates barriers in our conversation?
- Do I have a sense of humor?

The Brand Called You

- Everyone has a chance to stand out
- Take responsibility for what makes you unique
- Promote how you add value to the work you do
- Establish your own brand!

Reference: "A Brand Called You" from Fast Company, business publication

EUP PBX Telephone System

Digital Phones

- There are 2 types of meridian digital phones on campus:
 - M3903 – 2 prog line keys with 2 lines/key
 - M3904 – 6 prog line keys with 2 lines/keyBoth have 4 soft keys under the display.



Telephone Features

- **Hold** – Press the hold key.
The LCD flashes beside the line on hold.
Press the line key to retrieve the caller.
- **Transfer** – Press the transfer key.
Dial the number. Press connect.
If the person is unavailable – press goodbye and press the line key to reconnect to the caller.
- **Transferring directly to voicemail** –
Press the transfer key.
Dial 1101. System will state “Express Messaging – Mailbox”.
Enter the mailbox. Quickly press connect.

Telephone Features

- **Call Park** – Allows a call to be placed on hold and retrieved from any telephone.
Press Park. Look on display for number where call is parked. Go to desired phone. Dial number where call is parked.
- **Call Forward** – Allows calls to be redirected from your telephone.
Without lifting the handset, press the Forward key. Dial the number where calls are to be forwarded. Press Done. Note LCD is lit, display shows CFWD.
To cancel – Press CHECKFW key – then press CANCELFW key.
- **Conference** – Allows up to 6-way internal/external conference call.
Press Conference key and dial the number. Press Connect to join the parties.

Telephone Features

- **Hands free** – To use speakerphone.
To activate press Hands free.
Can end hands free at any time by picking up the handset.
- **Autodial** – Allows one number to be preprogrammed for quick dialing.
Without lifting handset press Autodial. Dial number to be stored just as you would dial it. Press Autodial again.
To use – lift handset and press Autodial.
- **Speed Dial** – Allows numbers to be preprogrammed for abbreviated dialing.
Without lifting handset press Speed Call. Dial 2 digit code (00-19).
Enter telephone number to be stored as you would dial it. Press Done.
To use – Lift handset and press Speed Call. Dial the 2 digit code.

Usage: Analog Phones

- **Call Forward**

Lift the handset and dial *1.

Dial the number where calls are to be forwarded. Hang up.

- **Conference**

While connected on a call, press the switch hook. You will hear dial tone.

Dial the number of the 3rd party. When they answer, press the switch hook again. Repeat for additional parties.

- **Speed Call**

Lift the handset and press # 2.

Dial the speed dial code (00-19), followed by the phone number it represents. Hang up.

To make a speed dial call, lift the handset and dial # 3.

Dial the speed call code (00-19).

Dialing Instructions

- Internal 4 digit
- Local 7 + 7 digit number
- Long Distance 7 + 1 + area code +
7 digit # + auth code

Long Distance

- Call the Help Desk to request a long distance authorization code.
- Forgot your long distance authorization code?
<http://helpdesk.tac.edinboro.edu>
- PBX long distance
<http://dsltweb.tac.edinboro.edu/webapps/pbx/pbxbilling.asp> billing
- Qwest calling cards. Request through the Help Desk.

PBX Long Distance Billing

Monthly email notification is sent to each user

Long distances charges for 2/2005 have been posted online.

Authorization Codes assigned to you were used to make 25 calls, for a total of about 78 minutes, and a total cost of \$3.57

You can review your long distance charges online.
To review your charges:

Visit <http://helpdesk.tac.edinboro.edu/webapps/pbx>

You will be prompted to log in.
Enter your username as eup\KMURDZAK
The password is the same as you used to log into your PC.

If you suspect fraudulent use of your Authorization Code, you may report this using the following link:

<http://departments.edinboro.edu/tac/calltrack/public/supportrequest.pl?CHAIN=4,119,193>

If you have other questions regarding your long distance bill, use this link:

<http://departments.edinboro.edu/tac/calltrack/public/supportrequest.pl?CHAIN=4,119,129>

Potential Fraud on your LD Auth Code

An Automated email message will be sent

This message was generated by an automated system designed to detect potentially fraudulent or abusive use of Edinboro University Long Distance Authorization Codes.

This system utilizes a list of high-risk extensions as well as other factors to determine if you should be notified.

Report Dates: 2/1/2005 to 3/1/2005

Authorization Code: XXXXXXX

of suspicious calls: 14

Total suspicious time: 162 minutes

Total suspicious cost: \$ 22.95

As you are responsible for any costs incurred through the use of your Authorization Code, we strongly recommend that you review your charges for this month. To review your charges:

Visit <http://helpdesk.tac.edinboro.edu/webapps/pbx>

You will be prompted to log in.

Enter your username as eup\KMURDZAK

The password is the same as you used to log into your PC.

If you determine that fraudulent use is occurring, report this by using the following link:

<http://departments.edinboro.edu/tac/calltrack/public/supportrequest.pl?CHAIN=4,119,193>

Usage: Hamilton and McComb

- Separate key telephone systems connected to the campus pbx via a link.
- Different voicemail systems.
- Different telephone instruments.



Voice Mail Etiquette

- Manage your voice mailbox from the perspective of the caller.
- What do they hear?
- What options do they have?
- Can they leave a message with confidence that it will be returned?

Voice Mail Greetings

- **External** – Callers from outside the pbx hear your external greeting.
- **Internal** – Callers from within the pbx hear your internal greeting.
Note: If you don't record an internal greeting, all callers hear your external greeting.
- **Temporary** – All callers hear your temporary greeting if you record one. You can set an expiry date for temporary greetings.

Standard Greetings

You have reached the desk of _____. I'm sorry that I can't take your call right now. Please leave a message at the tone and I'll get back to you as soon as possible. If you need to speak to someone immediately, press 0 now.

You have reached the desk of _____. I'm either on my phone or away from my desk. Please leave a message at the tone and I'll get back to you as soon as possible. If you need to speak to someone immediately, press 0 now.

Temporary Greeting - On Leave and Not checking messages

Use as your temporary greeting so you can switch to your standard greeting when you return.

You have reached the desk of _____. I will be on vacation from Monday, March 5 through Friday, March 9. If you need to speak to someone in my absence, please contact *Name of Individual* at extension _____.
Thank you.

Greeting - Out of the Office

Use as your temporary greeting so you can switch to your standard greeting when you return.

Today is Thursday, March 1 and I am out of the office on University business. I will have limited ability to check voice mail messages today, but will be returning to my office on Friday, March 2. If you need to speak to someone immediately, press 0 now.

Voice Mail

Access

Dial the access number 1100 (internal) or 732-1100 (from outside the system) or press the message key on your phone.

Enter your mailbox number, then #.

If you are at your own phone, just press #.

Enter your password, then press #.

Voice Mail

Password

To change your password:

Once logged in, press 84.

System prompts “password change. Please enter your old password followed by #”.

Enter your new password followed by #.

System prompts “Please enter your new password again followed by the #.”

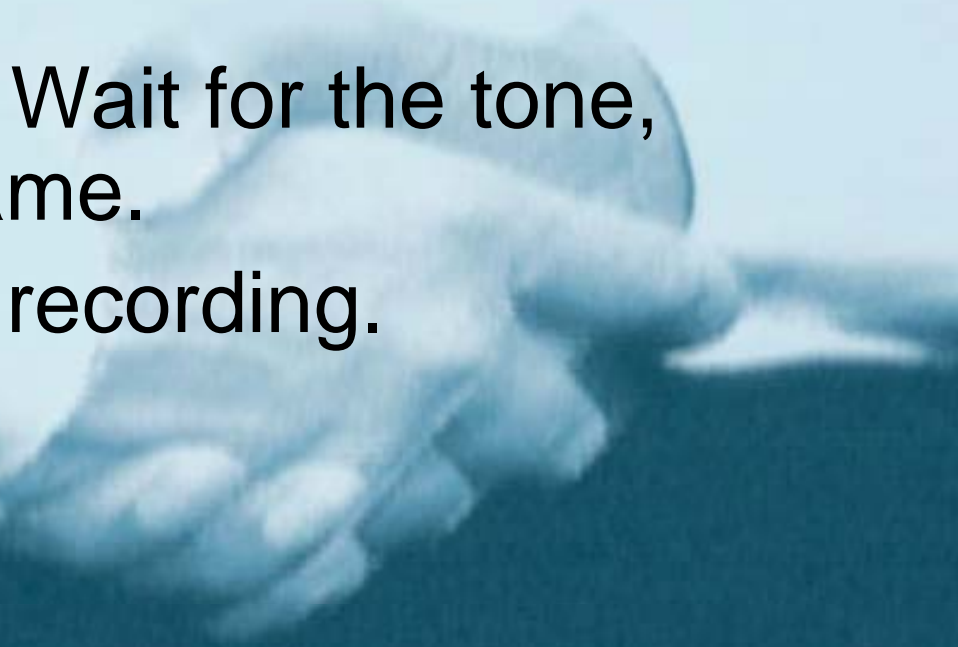
“Your password has been changed”.

Recording Greetings

- While logged in to your mailbox, press 82.
- Press 1 for external greeting, 2 for internal greeting, or 3 temporary greeting.
- Press 5 to record. Wait for the tone, then record your greeting.
- Press # to end the recording.

Recording your name

Important in re-assuring callers

- Your personal verification is used in your greetings, Dial-by-Name and in Express Messaging.
 - While logged in to your mailbox, press 89.
 - Press 5 to record. Wait for the tone, then record your name.
 - Press # to end the recording.
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- A faint, blue-tinted background image of a hand holding a pen, writing on a document. The hand is positioned in the lower right quadrant of the slide, with the pen tip pointing towards the bottom right. The document appears to be a form or a set of notes, with some lines of text visible but mostly obscured by the blue tint and the focus on the text.

Assigning a Custom Operator

- You can offer callers the option of leaving a message or press 0 if they wish to speak to someone in your office in your absence. The custom operator is the number of the person your callers reach when they press 0.
- While logged in to your mailbox, press 80 for mailbox options.
- Press 1 to review the custom operator number.
- Enter the new custom operator number, then press #.

Playing your voicemail messages

- To **play** the current message, press 2.
- To go to the **next message**, press 6.
- To go the **previous message**, press 4.
- To **delete** the message, press 76.
- For **more information** about a message, press 72.
- To **reply** to a message, press 71.
- To **forward** a message, press 73. Enter the number to which you want to forward, then press #. When you have finished entering addresses, press #. Press 5 to record an introduction. Press # to end the introduction. Press 79 to send the message.

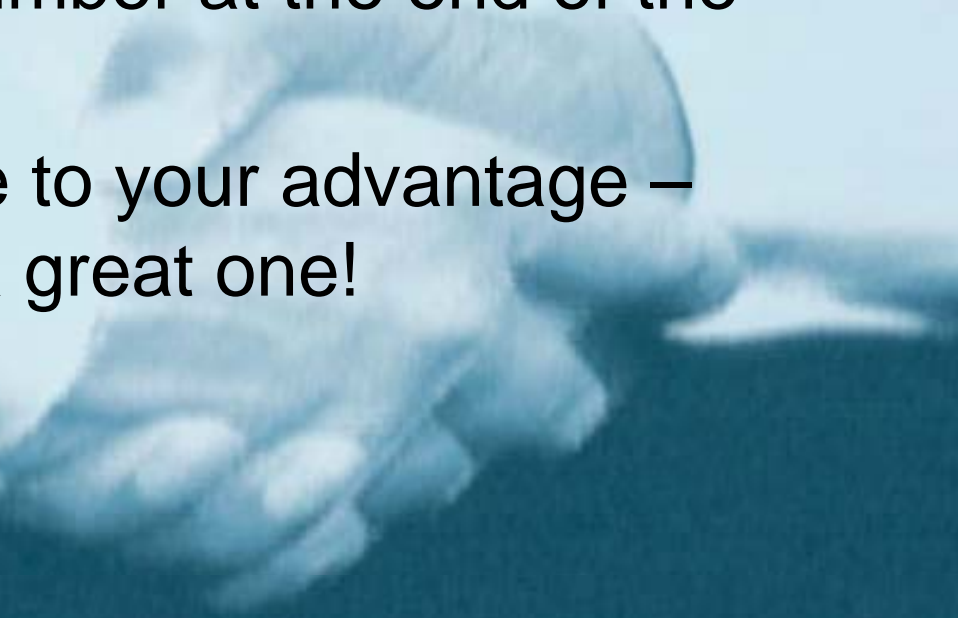
Voicemail Tips

- Calling the Sender – press 9 while listening to a message or after listening to a message.
- Replying to the Sender – press 71 while listening to a message or after listening to a message. Press 5 to record, press # to end recording, press 79 to send reply.
- Find a specific voicemail message – press 86, enter the message number, press #

Express Messaging

- Lets you send a message without having to call the person.
- Dial the Express Messaging number – 1101 (internal) or 732-1101 (external).
- Enter the mailbox number of the person for whom you wish to leave a message, then press #.
- Wait for the tone and record your message.

Use Voicemail to help you

- Leave information in your message as to what the call is regarding.
 - Indicate the urgency of a response
 - Suggest the best way to reach you
 - Repeat your phone number at the end of the message
 - Use your tone of voice to your advantage – make your message a great one!
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- A blurred image of a hand holding a mobile phone receiver, positioned in the lower right quadrant of the slide. The background is a light blue gradient.

Resources

- <http://helpdesk.tac.edinboro.edu>
 - Request Support
 - “I want to report a PHONE Problem...”
 - Assistance with long distance
 - Assistance with black Nortel digital phones
 - Assistance with traditional, analog phones
 - Assistance with Voicemail