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| http://docushare/docushare/dsweb/Get/Document-46931/EPS-Primary-Logo-CMYKsmall.png | **Unified Messaging System**June 8, 2018All School locations |

**Voicemail guidelines**

Your greeting may be the first contact a parent, staff or community member has with you. Keeping your voicemail greeting current, thorough and accurate shows our professionalism inside and outside our organization.

**1. Record a helpful greeting**

In your recording, include your full name, position, school or department. Invite the caller to leave a detailed message and return calls promptly.

**Sample script for teachers:**

*Hello, this is Jane Austen in the English Department at Darcy High School. Please leave your name, number and a detailed message and I will get back to you as quickly as possible. I check my voicemail in the morning and after school each day and will return your call within 24 hours. Thank you.*

**Sample script for departments:**

*Hello, this is Sherlock Holmes in the Canine Care Department at Baskerville Public Schools. Please leave your name, number and a detailed message and I will get back to you as quickly possible. If you must speak with someone in the department right away, please call 425-385-xxxx. Thank you.*

**2. Keep greetings current**

Out of the office? Did your schedule change? Did you return to the office after being out? Take a few minutes to update your greeting to accurately reflect your status.

**3. Review and respond**

Check your voicemail often and return calls to people as quickly as possible. It shows people you are responsive and it saves them calling you again if they have not heard from you yet.