

**Warren County Board of Supervisors**  
RESOLUTION NO. 662 OF 2004

Resolution introduced by Supervisors Sheehan, Kenny, Monroe, VanNess and Barody

**APPROVING AND ADOPTING THE VOICE MESSAGING POLICY  
- INFORMATION TECHNOLOGY**

WHEREAS, the Information Technology Department for Warren County is desirous of instituting a voice messaging policy, attached hereto as Schedule "A", for all Departments in the County that would help tremendously with missed calls currently coming into the County, now, therefore, be it

RESOLVED, that the Warren County Board of Supervisors hereby approves and adopts a voice messaging policy for the County of Warren.

**Warren County Voice Messaging Policy**

**Purpose:**

Telephone communication is an essential part of the day-to-day operations of Warren County. Telephone and voice messaging services are provided to employees of Warren County in order to facilitate performance of Warren County's work. The intent of this policy is to establish standards for the distribution and utilization of voice messaging products. This will ensure that the system is perceived as a communications productivity enhancement by both callers and users.

**General:**

The voice messaging system is an integral component of office automation technology and at Warren County it should be used to perform quality service. Each subscriber has a responsibility to check messages and respond to all voice mail messages.

**Voice Messaging Guidelines and Procedures:**

1. Voice mail is to be used as a backup in the event you are not available to answer a call, and should not be used to "screen" calls. Each user is expected to respond to voice mail messages in a timely manner.
2. All greetings should be short and simple. This is especially important if a caller routes through more than one message before reaching the intended party.
3. Check for messages regularly.

**Management Administration**

1. Voice messaging contents are the property of Warren County.
2. Management with oversight responsibilities shall have the rights to retrieve the contents of voice mail when necessary for administration purposes.
3. Department supervisors are responsible for overseeing telephone and voice messaging use.

**Officer/Employee Acknowledgement**

Name. \_\_\_\_\_.

Date \_\_\_\_\_.