



# Out of Office Message Policy

As a company, we want to ensure we deliver the best customer service possible. To support this endeavor, we need to have clarification for our customers, vendors, and co-workers when we will be out of the office for any reason for more than one (1) day.

## **Voicemail**

Employees are required to update their voicemail message when they will be out of the office for more than (1) day. In addition, they will have a contingency plan of who to contact in their absence. An example of a recorded message can be:

*"Hello, you've reached the voicemail of XXX, I will be out of the office from August 16-18. I will get back to you when I return on the 17th. If your matter is urgent, please reach out to XXX or XXX for assistance. Thank you."*

Employees with a Verizon T46S desk phone can use the following steps:

1. Press the ☒ message key on the phone console
2. Select your preferred language
3. Create a four-digit passcode
4. At the voice prompt, record your name
5. Select a greeting, either personalized or standard

\*\*\* The T46S phone user guide and voicemail user menu guide are available on the Oaks Inc. intranet page.

## **Email**

Similar to the voicemail policy, employees are required to update their email out of office message through the 'Automatic Replies' option in Microsoft Outlook. Be sure to update both tabs for 'inside my organization' and 'outside my organization'.

If anyone requires assistance for either of these options, feel free to contact either:

- Kristina Pohl, Training and Development Manager at 585-703-8997
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