Items Pertaining to Your November 2010 Telephone Bill

- **Pre-Holiday Reminder For Main Departmental Telephone Numbers**
  For the official UNI holiday/closed dates of December 24, 27, & 31st, appropriate closed announcements and voice mail greetings should be implemented.

  For December 28-30th working hours, main departmental telephone numbers are to be answered “live” (real-time, by real person). We strongly urge an on-site presence be implemented; related departments may be able to provide call coverage for each other’s main telephone numbers via temporary call forwarding. Departments should contact UNI Voice Services to review their current call coverage configuration; if on-site coverage is not possible, alternatives will be investigated.

- **Pre-Holiday Reminder: ACD Holiday Applications CHANGE (Call Centers)**
  For the official UNI holiday/closed dates of December 24, 27, & 31st, the generic announcement “this office is closed due to a university holiday” will be instituted automatically.

  For December 28-30th working hours, calls to ACD applications are to be answered and handled as they are during normal working hours. Alternative ACD/call handling design may or may-not be possible; a fee will be charged for any redesign to handle December 28-30th call coverage.

  UNI Voice Services will contact ACD call centers to review the holiday configuration.
**Pre-Holiday Reminder for Individual Telephone Numbers**

We’d like to remind faculty and staff to place appropriate “out of the office” greetings on voice mailboxes, particularly for those who will not be on campus for an extended period; many callers may not necessarily know the holiday schedule for the campus.

- **Unopened Messages** = Retained 15 days
- **Opened Messages** = Retained 5 days
- **Voice Message Shut-off** = Main Menu, “Hidden” Option 5

In addition, it may be advisable to include in the “out of office” greeting the main departmental telephone number (the main number designated to be answered live) as a referral number.

If scheduled to be gone for an extended period, it may be advisable to not only include a referral telephone number, but to shut-off the ability to leave messages so callers would not inadvertently leave a voice mail message with expectations that it would be responded-to shortly (from voice mail menu: hidden option 5; then options 7 and 1).

Voice mail “zero-outs” to main departmental telephone numbers will be operational, as long as the main telephone numbers are on-site staffed, with coverage for breaks, lunches, etc.

For a scenario such as holiday coverage, call forwarding individuals’ telephone numbers can be problematic when activated en masse, so we do not recommend it. If there is such a need, please feel free to contact UNI Voice Services to review the request.

**Now’s the Time to Meet-Me Conference!**

We’ve been encouraged by the increased number of requests for meet-me conferencing bridges. Departments are not only using audio conferencing to respond to reduced/restricted travel budgets, but are seeing the value in expanding their number of audio conferences to increase collaboration and productivity.

In addition, our **free** loan-out program for Polycom audioconference units provides departments with high-quality “speakerphones” so those participating in meeting/conference rooms can both hear and be heard clearly.

Please let us know when we can reserve a meet-me conference bridge for your next collaborative effort!
Blue Routing Envelopes for Telephone Billing
It appears we have a shortage of blue routing envelopes used to deliver the telephone billing to departments.

The use of the blue routing envelopes speeds-up the process of mailing out the phone bills each month. Please do us a favor.....as soon as you’ve removed the phone bills from the routing envelope, please place the envelope back in the outgoing mail, to be returned to ITS.....they will find their way home!

Change/Information Requests
Please email any account number changes, information on billing issues, or other questions, etc., to randal.hayes@uni.edu. Our staff will work with you to resolve any issues as quickly as possible.