**DEPARTMENT OF DEFENSE**
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February 28, 2006

MEMORANDUM FOR ALL MK AND AAOT DoDDS-EUROPE EMPLOYEES

SUBJECT: Siemens HiPath Phone System Standard Operating Procedures (SOP)

A. PURPOSE: This is to establish standard procedures regarding the new phone message system (voice mail).

B. APPLICABILITY: This SOP applies to all MK and AAOT DoDDS-E staff members.

C. PROCEDURES: The DoDDS-E goal is to provide 100% customer service to anyone calling DoDDS-E offices during normal business hours. The phone message system should, in no way, be activated or take the place of a staff member if the phone can be answered in person during normal business hours (0800 – 1700).

1. Each staff member should be paired with another in their workgroup who can become each other's "Buddy". Staff members are responsible to assist their Buddy by taking each other's phone calls. Staff members are responsible for answering their Buddy's phone during their absence during normal business office hours.

   a. Due to the layout of the AAOT, Buddies should be individuals who share a common door to the hall. In the MK facility, it should be an individual sitting next to the staff member. Staff members can also have more than one "Buddy".

2. If, for any reason a staff member is not available to take calls for a portion of the day, i.e. lunch, meetings, breaks, etc., they should forward their calls directly to their "Buddy". If the phone has not been transferred, their Buddy should pick up any incoming calls using the new phone system. If a staff member leaves the office and their Buddy is not available, they should initiate the phone messaging system for both staff members. The messaging system also should be activated after hours and weekends. The phone messaging system should only be used as a backup if either the intended receiver of the call or their Buddy is not available.

3. Recorded phone messages are to be updated DAILY. This is required since phone messages can also be updated remotely by calling into a central phone center and keying in a PIN number.

   Samples:
   "Thank you for calling. You have reached the office of John Doe. Today is Thursday, January 5th. I am not currently available to take your call. Please leave a detailed message and I will return your call by the end of the day."

   "Thank you for calling. Today is Thursday, January 5th. I am out ill today and not available to take your call. If you should need immediate attention, please call *buddy name and number*" or please leave a detailed message and I will return your call when I return to work."

4. All phone messages should be returned no later than 24 hours from the call.

5. Each phone will have a second phone line--as with the current system. Staff members should set the default for this line to roll automatically to their Buddy during normal work hours and not to voice mail.

Buddies are to make every effort to assist the caller and only take phone messages if unable to assist the caller. All phone messages should be delivered via email in a standardized format. The format will be made available to all staff members from the phone vendor.

Monthly reports showing available phone time and message system activation abuse will be provided to management for monitoring and training purposes.

D. <u>EFFECTIVE DATE:</u> This SOP is effective March 1, 2006.


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