
Overview

This standard is about using electronic voicemail message systems to deliver and receive messages. It applies to electronic message systems which are centralised (i.e. where all messages are left in one central voicemail message box) or where each individual has their own voicemail message box. It is for administrators who use electronic voicemail message systems.

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Use voicemail message systems

Performance criteria

You must be able to:

- P1 keep the message system up to date
- P2 check the system for messages
- P3 respond to messages within agreed timescales
- P4 delete messages when they have been dealt with
- P5 leave clear recorded messages on other people's systems

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Knowledge and understanding

You need to know and understand:

- K1 the main types of electronic message systems and their key features
- K2 the different features of message systems and how to use them
- K3 how to check a message system for messages
- K4 the information to be given when taking or leaving messages
- K5 when to delete or discard messages

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Additional Information

Skills

1. communicating
2. checking
3. organising

Links to other NOS Communications; Customer Service

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Developed by	Skills CFA
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