



Telephony

Hints and Tips

Document Description: Helpful hints with the University of Sydney landline network

For use by: All staff and students with a University of Sydney landline phone

1 Background

There are several options available to the University staff and faculties that will improve service to your caller and make your work life more efficient. The following is a brief outline of what we can provide for you. We would need to meet and gather specific requirements and tailor the solution to your needs.

2 Dealing with a high volume of calls (Hunt Groups or Automatic Call Distribution - ACD)

If you are an area that handles a large volume of calls you may need to manage those calls so your resources can deal with them and your callers are all attended to and also feel they are dealing with a professional organisation.

With the current phone system we can offer some set ups that can assist with call handling and inform the callers that they have reached the correct area and offer the callers an option or options.

1. We have an automated solution that can distribute a large quantity of incoming calls. When all your resources are busy, the system places incoming calls in queue and an announcement message is provided. Depending on the selected options the callers can be provided with a recorded voice announcement, then wait with music being played, be overflowed to another area or they can leave a voicemail message or any combination that best suits the needs of that department.
2. Another system feature is the auto attendant. This provides you with menu options so you can have one number advertised and many destinations for the calls. Ie they call 9351 9000 they will hear an announcement offering choices such as "Press 1 for Finance, Press 2 for Procurement...". We can queue the calls in this scenario as well.
3. A final idea that may be useful is if there is some information that you need to pass onto callers or students then we can record an announcement informing them of these details and this may eliminate the need for them to hang on however if they do require further assistance they will still have the option.



3 Call Pick up groups

If you deal with a large volume of calls and you want the calls to be answered in your area and not for voicemail messages to be left we can set up call pick up groups. What this means is that if a call comes in for a colleague and they are not at their desk and you believe you can assist them you can press a button or a few numbers on your phone and the call will come to you. Then you can assist the caller or if not you can take a message for the person who the call was meant for.

4 Voicemail

As you are aware we have a voicemail system that you all use for your personal extension numbers. We can also offer mailboxes for department numbers that many people can access if necessary. Another option is to provide a mailbox that you can record a message but you do not have the option to leave a message. This could be used to provide information about certain events or changes to schedule or any information that you need to broadcast to a large group of people but do not want to waste a resource answering these types of enquiries.