

## VOICEMAIL ENHANCED CALL PROCESSORS (VOICEMAIL ECP)

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Voicemail ECP's are also referred to as voice menus or phone trees. This type of an application allows for various options. It can serve to allow multiple users sharing one extension to have individual mailboxes. It can also serve as a way of disseminating information for commonly asked questions (e.g. press 1 for office hours, press 2 for our mailing address, press 3 to speak to a representative).

The cost to program this type of an application is a minimum of \$220 for programming, consultation and training (to record the menu) for the first 2 hours of labor. Additional hours of labor are \$110/hour. The final cost of installing a voicemail ECP depends on the complexity of the application.

If this is something that your department is interested in, I will need a request in writing with the following information:

1. What is the account number to be charged?
2. Who are the users who will have individual mailboxes or what do you want your options to be?  
*Note: You may only have up to 9 options, but an option may lead you to another voicemail ECP. For example, "Press 1 for voice communications or telephone systems, press 2 for datacommunications, etc." After you press 1 for voice, you will hear, "To request a work order or to speak with Ron Thomas, press 1. For voicemail questions, to report telephone troubles or to speak with Odette Fung, press 2, etc." Also, keep in mind the customer's needs. We recommend that you keep your menu simple and to have no more than 6 options. This will prevent a caller from having to write down all the options just to keep track of the menu.*
3. Who will be responsible to record the caller's menu (this is the menu where the voicemail says, press 1 for John, press 2 for Jane, etc.)?
4. Who is the contact person in the department?
5. In the event that there is a caller calling from a rotary phone, he will need to be able to hold on the line and be transferred to one of the 2 mailboxes or to someone else's extension because the voicemail ECP only works for touch-tone phones. This is something that we program in our office, but I need to know which person's mailbox or what other extension should rotary callers forward to.

All requests require a minimum of a 2-week notice from October through April and a 4-week notice for May through September.

For any additional questions, please feel free to contact Telecommunications at extension 7-3800 or submit your inquiry at [www.albany.edu/its/help](http://www.albany.edu/its/help).