

Marshall University Information Technology Council

Procedure ITP- 4

Marshall University Mass Voice Mail Distribution PROCEDURE

1. General Information

1.1. Scope:

The purpose of this procedure is to provide guidance on the proper use and procedures for sending mass voice mail messages. This procedure applies to all faculty, staff, and students including other departments/organizations not directly related to Marshall University that purchase telephone service from Information Technology (IT).

1.2. Passage Date:

February 23, 2004

1.3. Effective Date:

February 23, 2004

1.4. Revision Date:

August 19, 2019

1.5. Background:

This procedure defines the type of message that is appropriate for mass distribution.

1.6. Definitions:

Refer to ITP-10 for Terms and Definitions.

2. Procedure

2.1. Request Procedure

- 2.1.1. The user will record and send a voice mail message to extension 63374.
- 2.1.2. The user will then call University Communications to notify/verify that the message was delivered
- 2.1.3. The University Communications designate will listen to the message to determine which category the message falls under using the definitions listed in ITP-10.
- 2.1.4. The user and the University Communications designate will then define which method of distribution will be used (see definitions in ITP-48).
- 2.1.5. The University Communications designate will then contact the IT Infrastructure group to schedule the appropriate delivery of the message.