



Out of Office – What information to record?

How do you enable people to know you are out of the office?

DCC Telephony voicemail

This is commonly known as the VIP 5000 system.

The following is the link to how to set the VIP 5000 with an 'out of office' message:

<http://staff.devon.gov.uk/vipvoicemailfaq.htm>

Note: If you choose the temporary message setting, the system allows you to programme an end date, so you do not need to remember to change your voicemail message once you are back in the office.

As well as recording a suitable voicemail message, you will also need to consider changing your webmail based mailbox settings – commonly known as the 3000 system. On the home page – amend 'where do you want your calls sent to' to Voicemail.

<http://app-voicemail.devon.gov.uk/user/home.php>

Note: This system does not have the option to add an end date to the divert, so when you are back in the office, you need to reverse the settings.

Outlook Email

Guidance of what to include in an 'out of office' email message can be found at this link:

<http://staff.devon.gov.uk/business-strategy-support/ict/ictpolicies/ictemailoutofoffice.htm>

Guidance of how to set an 'out of office' email message is as follows:

<http://social.devon.gov.uk/newscentre/latest/exchange-10-update-to-outlook-for-business-support-staff/>

Note: This system does not have the option to add an end date to the divert, so when you are back in the office, you need to reverse the settings.

CareFirst messaging

Guidance of how to set up an 'out of office' message on CareFirst messaging system is as follows:

http://staff.devon.gov.uk/10_messages_may_2014.pdf

Note: This system does not have the option to add an end date to the divert, so when you are back in the office, you need to reverse the settings.

Source: Business Strategy and Support