

NRC Health Voicemail Update

As a part of the rebrand process, all associates will be required to record a new voicemail greeting with the new brand name. Once you are ready to record your new greeting, please follow the voicemail greeting instructions and script provided below.

Update Instructions:

From your desk:

If you would like to record your Voicemail from your desk, please follow the steps below:

1. Press the **Message button** on your phone to access the Visual Voice menu
2. Press the down navigation button twice to highlight **Greeting**, then press the **Select** softkey
3. Press the **Record** softkey to re-record your greeting
4. Press the **Submit** softkey to save your new greeting



If you are remote and use the Avaya Communicator (aka Soft Phone), press the voicemail icon and follow the prompts above.

From a conference room:

If you would like to record your Voicemail from a conference room to minimize background noise, please follow the steps below. **Be sure to have your extension number and password when you record:**

1. **Dial *17** to access the voicemail system
2. Enter your **Extension**, followed by the **#** key
3. Enter your **Password**, followed by the **#** key
4. **Press 3** for the Greetings menu
5. **Press 1** to create a Greeting
6. **Press 1** again to select "Greeting 1"
7. **Press 1** to Re-Record a new greeting and start recording at the beep
8. **Press #** when finished
9. **Press #** again to end Voicemail Greeting update

***San Diego will be available from 12pm-2pm on Monday, 12/5 and 9:30am-5:00pm on Tuesday, 12/6 for associates to record their new voicemail.**

Voicemail Script:

Please adjust the **portions in blue** with information that's specific to your role and department.

For guidance on "Department Name," please reach out to your supervisor, or leave blank if it's not applicable to your team/role.

Main Greeting

(Includes "Return to Operator" message – can be added to any of options below)

Thank you for contacting **DEPARTMENT NAME (if applicable)** at **NRC Health**. You have reached the voicemail of **FIRST NAME, LAST NAME**. I am currently away from my desk or on another line, so please leave your name and number and I will return your call when I am next available. Thank you.