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SUBJECT: VOICE MAIL

ADOPTED DATE: SEPTEMBER 2, 2003

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Cass County Government has made an investment in a voice mail system designed to give employees and taxpayers an easy way to leave, receive and access telephone messages. Users can leave complex messages at any time, day or night, for people who are out of their offices or unavailable to take calls. It can also provide callers with a pre-recorded message such as office closings, business hours or job vacancy notices.

Because information processing is becoming more important to local government, technology such as voice mail can assist in improving productivity and time management. Three goals have been identified as achievable through the implementation of the voice mail system. They are as follows:

- \* Improve the delivery of service to citizens
- \* Improve internal communications
- \* Increase employee productivity and job satisfaction

Policy: County offices, including commissioners, shall install the voice mail system to encourage the electronic delivery of information to meet both internal and external demands. Electronic messages should be monitored with the same regularity as paper correspondence.

HISTORICAL REFERENCE DATE: SEPTEMBER 4, 1991