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## **Efficient at Voice Mail Part 2**

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You are having a busy day. You return to your desk and find that the entire world wants to talk with you today and has left 100 messages on your voice mail. (or it feels like that anyway). When you return the call of another busy person, you most likely will receive another voice mail (70% of business calls aren't answered by the intended person). According to a Casio Phone Mate survey, "It can cost up to \$13/day per person to play telephone tag." If you make 12 calls each day and save 5 minutes on each call, you have just redeemed a full hour to use on something else. See below for some tips on how to be more efficient in managing call backs.

### **Did you know...**

- Over 2 million voice mail messages are left every business day.
- Some people use their voice mail as a to do list, leaving them in their inbox until the action is completed.
- Up to 73 % of phone calls do not need a call back. Some people simply don't return calls. Read the article in the New York Times.
- You can receive voice mail messages into your Outlook e-mail inbox through a service called Unified Messaging offered by [BSB Communications, Inc](#)
- It takes longer to replay and listen to a message than it does to read a telephone message. So be sure to have an organized way to copy your voice mail messages.
- A planned call takes 5 minutes. An unplanned call takes 12 minutes.

### **Help is here....**

- When you call back, if you receive voice mail, be sure you demonstrate efficient voice mail techniques in leaving a message. 50% of voice mails are longer than they need to be. Make it short and to the point.
- Realize that 70% of business calls are not answered by the intended person. Be assertive in asking for the results that you need from this call.
- Determine the number of calls you need to make, divide the time you have by the number of calls and realize that allows you x number of minutes per call.
- NEVER check voice mail while driving. It is dangerous and does not allow you to be organized in recording the information left by the caller.
- Use keyboard shortcuts to 'get to the beep'.
- Use a consistent, organized way to capture voice mail information. If you prefer paper, don't use sticky notes.
- Some calls do not require a return call. Some people are not organized enough to return calls in a timely fashion. Determine what will happen if you do not return the call. See the article in the [New York Times](#).
- Before you dial the telephone, organize your thoughts. Write brief notes on the main points of your communication.