VOICEMAIL POLICY

SLT 11.4

Date of Last Update:
February 17, 2026

Approved By:

- Senior Leadership Team

Responsible Office:
Information Technology

POLICY STATEMENT

This policy establishes standards for the use and management of voicemail within Zoom Phone system. The goal is to ensure professional, reliable, and secure communication between faculty, staff, students, and external callers. This policy applies to all university employees, contractors, and affiliates who are issued a Zoom Phone line or have access to a university-managed voicemail account.

PROCEDURES

1. Voicemail Setup

- All University-issued Zoom Phone lines have voicemail enabled. Exceptions to this could be shared spaces, conference lines, and work rooms. This is not an exhaustive list.
- Community members are encouraged to record a professional voicemail greeting that includes their name and department, or to use a generated voice created through the built-in tool within Zoom Phone.

2. Message Management

- In addition to accessing voicemail messages and summaries through the Zoom mobile and desktop applications, voicemail transcriptions can also be configured to forward to email. Please note that generated transcriptions may contain errors.
- Voicemails should be deleted once addressed, unless retention is needed for business or compliance purposes.

3. Security and Privacy

- Voicemail content must be managed and protected in alignment with university data privacy and information security policies.
- Forwarding voicemail messages to external, non-University email accounts is prohibited.
- Shared or departmental voicemail boxes must have designated staff responsible for monitoring, responding, and managing messages.

4. Availability

- Departments are encouraged to maintain a shared voicemail box for general inquiries to ensure coverage during absences.

5. Retention

- Voicemail messages are retained on the Zoom Phone system for 30 days by default unless saved by the user.
- Messages requiring long-term retention for business, legal, or compliance reasons must be archived according to university policies.
