Voicemail and Voice Prompts

Regular employees and Supervisors will have different voice menus when they call into ExpressTime.

For *Supervisors* these voice menus allow supervisors to clock in and out, leave mail (message) for a specific employee (by mail box/PIN), to leave a message for building or for all employees. The voice menu also assists the supervisors in checking the status of a building or an employee and allows them to do group clock ins and outs.

For *Employees* the voice menu allows an employee to clock in or out and also gives them the capability to leave a message for the supervisor who is on call in the building.

Below are the actual prompts your employees and supervisors will hear with an explanation on how to use each feature below.

Supervisor Prompts: Dial dedicated clock in number, you will be prompted for the following.

Enter your 4 digit Company ID (ONLINE USERS ONLY)

Enter your 4 digit pin

Enter your building code (A supervisor will always be asked for a building code.)

Press: 1 to clock in
2 to clock out
3 to leave mail*

- 1 to leave a message by mailbox (PIN)
- 2 to leave a message by building number
- 3 to return to the main menu
- Or any other key to exit the system.

4 to check on a building status *

- Enter your building code

5 to check on an employee status *

- Enter the employee's pin

6 to clock in everyone *

- 1 to enter an employee (you will need their pin)
- Or any other key to exit the system.

7 to clock out everyone *

- 1 to enter an employee (you will need their pin)
- Or any other key to exit the system.

Or any other number to exit the system.

Leaving messages

When an employee calls the system they are required to hear their voice mail before clocking in or out.

To leave a message for an employee call into the ExpressTime Line-when you hear “Press 3 to Leave Mail”, select 3. When you hear:

***3 to leave mail** then you will hear:

- **1 to leave a message by mailbox (EMPLOYEE/PIN)**

  When you select this option you will be prompted for the mailbox number. Enter the pin of the employee you wish to leave the message for. Then you will hear: “Begin Recording at the tone-press pound (#) when finished”. After you press the pound button (#), you will be given options for sending your message. You MUST press the applicable number in order to send the message.

  If you simply record the message, then hang up, the message will not go out.

- **2 to leave a message by building number**

  When you select this option you will be prompted for the building number. Enter the building number of the building you wish to leave the message for. Then you will hear: “Begin Recording at the tone-press pound (#) when finished”. After you press the pound button (#), you will be given options for sending your message. You MUST press the applicable number in order to send the message.

  If you simply record the message, then hang up, the message will not go out.

- **3 to return to the main menu**
- **Or any other key to exit the system.**

Checking the Status of a Building or an Employee

4 to check on a building status *

- Enter your building code

5 to check on an employee status *

- Enter the employee’s pin

Employees checked as Supervisor in their employee record have the capability of checking the status of a Building or the status of an Employee via the phone. To check a status call the ExpressTime dedicated line, listen to the prompts; press **4 to check on a building status** or press **5 to check on an employee status.** The caller will be asked for the Building Number or Employee PIN, you want to check the status on. Enter the appropriate number. ExpressTime will give the last clock in for the Building Number entered or the last clock in for the Employee PIN entered.

Clocking in a group

6 to clock in everyone *

- 1 to enter an employee (you will need their pin)
- Or any other key to exit the system.

After entering the employee's pin it will say "you are clocked in" press 1 to enter an employee or any other key to exit the system. Press 1 to enter additional punches and repeat your original steps.

7 to clock out everyone *

- 1 to enter an employee (you will need their pin)
- Or any other key to exit the system.

After entering the employee's pin it will say "you are clocked out" press 1 to enter an employee or any other key to exit the system. Press 1 to enter additional punches and repeat your original steps.

EMPLOYEE VOICE PROMPTS: dial dedicated clock in number, you will be prompted for the following.

Enter your 4 digit Company ID (ONLINE USERS ONLY)

Enter your 4 digit pin

Enter your building code (If prompted.)

Press: 1 to clock in
2 to clock out
or 3 to leave mail for your supervisor.

All employees have the option of leaving voice mail. Employees can only leave a voice mail to the supervisor of the building from which they are calling or the building number entered.

If option 3 is selected, you will hear the following:

Begin recording at the tone, press (#) when you are finished. Following this step you will hear:
Press: 1 to replay your message.
2 to record over your message
3 to delete your message
4 to send your message
or 5 to send your message as urgent*
Hit (#) when you are finished and follow the prompts.

If an employee leaves a supervisor a message the message will play when the supervisor calls into the system. *If an employee leaves a message and sends it using the URGENT option, the supervisor will receive a page and call into the system to retrieve the message.