Dispatch Voice Messaging

Overview

If configured by CDK or your system administrator, your CDK Network Phone system can send dispatch voice messages to a pre-configured list of users at your dealership. This is useful for groups of employees that handle the same types of requests, such as the Service Department. Dispatch voice messaging can also help prevent messages from getting stuck in a mailbox of an employee who won’t be able to return the call in a timely manner.

Listening to Messages

If your message waiting indicator shows you have a new voice message, and when you access your mailbox it is empty, it is likely that someone else on the distribution list accepted the dispatch message while you were accessing your mailbox.

1. Access your voice mailbox as you would for regular messages.
2. Follow the prompts to log in to your mailbox and listen to new messages.
3. After listening to the dispatch message, the system prompts you to respond to the message in one of the following ways:
   - **Accept the message**: Use this option when you will handle the issue. This action removes the message from all mailboxes on the distribution list, and the message is now part of your personal mailbox. You can delete the message or save it for later reference, just like any other message in your mailbox.
   - **Decline the message**: Use this option when you will not take action on the message and will let one of your co-workers respond to it. This action deletes the message from your mailbox but keeps it active for all other mailboxes on the distribution list. If everyone else on the distribution list has already declined the message, the system prevents you from declining the message—you must accept it.
   - **Postpone the message**: CDK does not recommend using this option. This action keeps the message marked as unheard in all mailboxes on the distribution list, including yours.