

S206: Use electronic message systems

Overview: Use electronic message systems to deliver and receive messages.

Links: Communications; Customer Service

Specific skills: • Communicating • Checking • Organising

Performance Indicators

1. Keep the message system up to date
2. Check the system for messages
3. Respond to messages within agreed timescales
4. Delete messages when they have been dealt with
5. Leave clear recorded messages on other people's systems

Knowledge & Understanding

- A. The main types of electronic message systems and their key features
- B. The different features of message systems and how to use them
- C. The purpose of keeping a message system up to date
- D. How to check a message system for messages
- E. The information to be given when taking or leaving messages
- F. When to delete or discard messages
- G. The purpose of leaving clear messages for others