

Instructions for Saving VOIP Messages

Purpose

This Records Advice has been prepared to provide ACT Government employees with guidelines for the saving of ACT Government voice over internet protocol (VOIP) messaging records to ensure consistency with the saving of other records.

Background

VOIP messages are sent to the relevant Outlook inbox when a voice mail message is left on an ACT Government phone using voice mail. The content of these messages is in an mp3 audio file on the voice mail with added metadata showing the origin of the message.

For example

From: Microsoft Outlook **On Behalf Of** Archives
Sent: Monday, 26 March 2012 4:11 PM
To: Records
Subject: Voice Mail from Archives (56 seconds)



Audio Notes:

Caller-Id: [53510](tel:53510)
Job Title: ArchivesACT
Work: [\(02\) 6205 3510](tel:(02)62053510)
E-mail: archives@act.gov.au

Instructions

Once the recipient has listened to the message, the contents may be transcribed into the space labelled *audio notes*.

If the message is a record it must be saved. To verify if it is a record see [*Records Advice No. 1 What is a record.*](#)

The Outlook email should be saved as a pdf. This will capture the contents, the metadata and the .mp3 attachment and provide an amount of security.

On saving into the electronic recordkeeping system or the shared drive the message should be given a logical name following the recordkeeping naming conventions. Consistent names should be used for electronic and any related paper records. VOIP messages received from other organisations or parts of an agency where possible should retain the same name.

For further instructions on treating eMails as records see [*Records Advice No. 3 eMail as a record.*](#)

For further instructions on shared drives see [*Records Advice no.28 Functional directories on shared drives.*](#)

For further instructions on records security see [*Records Advice no. 22 Security classification of non-Cabinet documents.*](#)

The complete list of Records Advices is on the internet at <http://www.territoryrecords.act.gov.au/recordsadvice>

More detailed information on the ACT Government records management regime may be found in the Territory Records Office Standards <http://www.territoryrecords.act.gov.au/standards> and the related Territory Records Office Guidelines <http://www.territoryrecords.act.gov.au/guidelines>