



Managing Dispatch Messages

Dispatch messages are sent to a distribution list of users who are available to respond to issues, but only one person needs to respond. When listening to a dispatch message, you are given the following options:

Accept the message	Means that you are the only member of the distribution list that will respond to the message. Copies of the message are removed from the mailboxes of all other recipients, whether they have listened to the message or not.
Decline the message	Means that the message is removed from your mailbox, but copies of the message remain as unheard in the mailboxes of other recipients who have not yet declined the message. Note If all other recipients have declined the dispatch message, you must accept it. You will not be allowed to decline the message.
Postpone the message	Means that the message remains as an unheard message in your mailbox and in the mailboxes of the other recipients who have not yet declined the message.

When the message has been accepted by one of the members of the distribution list, Cisco Unity Connection removes copies in the mailboxes of the remaining recipients.

When listening to dispatch messages, note the following considerations:

- If another recipient accepts the dispatch message before you accept it, your copy of the message is removed from your mailbox.
- When you decline a dispatch message, Connection does not move it to your deleted items folder.
- Dispatch messages trigger the message waiting indicator (MWI) on your phone. If another recipient accepts a dispatch message, Connection turns off your MWI after it removes the message from your mailbox. There may be a window of time between message removal and the MWI going off. If you find no new messages after noting the MWI, it likely is because you checked during this window.
- When configuring message notification rules to include dispatch messages, be aware that by the time you receive a notification and call in to retrieve the message, it may be gone from your mailbox because another user has already accepted the message.

To Manage a Dispatch Message by Using the Phone Keypad

After listening to a dispatch message, follow the prompts to accept, decline, or postpone the message.

To Manage a Dispatch Message by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play dispatch messages.”
- Step 3** After listening to a dispatch message, follow the prompts and use the following voice commands to manage the message:

Action	Voice Command
Accept the message	“Accept”
Decline the message	“Decline”
Postpone the message	“Postpone”
