

Understand the use of an electronic messaging system



The main types of electronic messaging systems that we primarily use are the phones and answering machines. These are used for answering calls and retrieving information that may have been left on the machine due to the absence of the person. We also use an emailing system which involves sending a message from one computer to another. This is a very Important system which enables people to send

Information such as updates, alterations, announcements and Just general information. There are also instant messaging systems such as text messaging and digital conferences. These can be delivered instantly to a person's phone/computer. 1. 2 Describe the different features of electronic message systems The different features for the electronic messaging systems are: Leaving voice recorded messages on an answer phone system for manual retrieval, Instant messaging, meaning as you send the message on the said system it instantly shows p on the other persons computer/phone.

And the emailing system, which allows you to send a lot of information and enables you to attach other forms of information such as photos/external documents. 1. 3 Explain the purpose of keeping an electronic message system up to date The purpose of keeping an electronic messaging system up to date is to ensure that all information is relevant and correct. This should include updating a recorded answer phone message with the relevant details on what to do and why there is no on the other end of the line/how long It should take for them to get a response after leaving the message.

You should also delete old emails that no longer have any value to you. This is to free up space in your email folder to ensure there is sufficient space for the new, relevant information to be forwarded to you. 1. 4 Describe how to use an electronic message system to check and delete or discard.