



IT Service Desk Bulletin

Customer Service Center (CSC)

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Coming April 20, 2011

New Menu Options for CSC/CMC Callers
800-366-8768

On April 20th, the CMS Customer Service Center will implement new menu options to streamline operations and better utilize our resources. It is important to us that you always reach a live agent; thus agents were cross trained to handle password resets for all agencies so we can eliminate the voice mail box option. Our new menu options create a better and more user-friendly system for our diversified base of end users.

"You have reached the Department of Central Management Services Customer Service Center. On April 20th our menu options changed so please listen carefully to select the appropriate option."

Option 1: ***"For all computer related issues such as hardware, software, or email, press 1."***

Sub Options:

Password Resets	Sub-Option 1
DHS	Sub-Option 2
HFS, MEDI or Digital Certificates	Sub-Option 3
CMS, DCEO, Revenue, DOT & DPH	Sub-Option 4
DES, FPR or Insurance	Sub-Option 5
EPA, DNR or Agriculture	Sub-Option 6
Other agencies, boards, commissions & universities	Sub Option 7
Ethics training support	Sub Option 8
Repeat menu options	Sub Option 9

Option 2: ***"For help with the Illinois Century Network or to reach the Communications Management Center, press 2."***

Option 3: ***"For videoconferencing services, press 3."***

Option 4: ***"For all telecommunications repairs and support issues, press 4."*** Then select one of the following sub-options.

IWIN Services	Sub-Option 1
Wireless: Cellular, Paging and Blackberry Repair and ESN Changes	Sub-Option 2
Data Circuits and other Data Communications	Sub-Option 3
Telephone Repairs (non-Wireless)	Sub-Option 4

Option 5: ***"To purchase telecommunications products or sign up for telecom services, press 5."*** Then select one of the following sub-options.

IWIN Services	Sub-Option 1
Wireless: Cellular, Paging and Blackberries	Sub-Option 2
Data Circuits and other Data Technologies	Sub-Option 3
Telephone Equipment & Services (non-Wireless)	Sub-Option 4
Video – New Service or to Change Existing Service	Sub-Option 5

Option 6: ***"To repeat this menu, press 6."***