

## TELECOMMUNICATIONS BULLETIN

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CMS FY 08—02

Bureau of Communication  
and Computer Services

From:

*Theresa Starling*, Manager  
Customer Solution Center

### Voice Mail Upgrade: Chicago and Springfield

In a continuing effort to improve the quality of services, the Department of Central Management Services (CMS) Customer Solution Center (CSC) announces an upgrade to the Centigram voice mail system in Chicago [312: Exchanges 814 and 793] and Springfield [217: Exchanges 524, 557, 558, 782, 785, and 786].

Beginning August 13, 2007, there will be periodic system downtime through the final Chicago cut date of September 10, 2007 and the final Springfield cut date of September 24, 2007. Downtime will occur after 10:00 p.m. weekdays and at the time of the September conversions, downtime may extend into weekend hours. All agencies will receive advance notification of the specific planned downtime for distribution to their users.

Agencies with Call Agent Applications (based on time of day and holidays) will be contacted by their assigned CMS Communications System Specialist since these applications will need to be re-recorded. On actual voice mail boxes, all current recorded greetings, names, and messages will be retained through the conversion process, thus there is no need for re-recording.

The CSC will monitor vendor performance during this system upgrade to ensure that service disruptions are held to a minimum. If you have questions regarding the voice mail upgrade, please do not hesitate to contact Carol Doerfler at 217-524-1000 or by email at [carol.doerfler@illinois.gov](mailto:carol.doerfler@illinois.gov).

For all other service related questions, please contact the CMS Customer Solution Center at **800-366-8768 [in Springfield at 217-524-4784]**.

For more information...  
visit our website at  
[www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom)