



Telecommunications Bulletin

Customer Service Center (CSC)

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Telecom Coordinator Training: June 3, 2010

Sign-up now for EMS and AT&T Centrexmate/Verizon Centranet classes

Your position as a telecommunications coordinator has never been more important. We at BCCS fully appreciate your contribution to the process of providing quality voice, data and wireless services to Illinois state government people and facilities. Over the past several years there have been some major changes in the way we do our business. Many of you have asked for training to help you become more proficient and efficient. We have listened. Now we can offer you the opportunity to take advantage of new comprehensive training classes for EMS and programming through AT&T Centrexmate and Verizon Centranet.

Introduction to EMS will be taught in the morning session. This is aimed at newly appointed coordinators and those who act as a back-up to the main or primary person. The afternoon session will be **Advanced EMS**. This will go deeply into the capabilities of EMS, including reports, billing, security, manual charges, cost center codes and call costing.

The **AT&T Centrexmate/Verizon Centranet** class will be repeated both in morning and afternoon sessions. Thus with only one travel day to Springfield, you can receive EMS training and also participate in one of the programming classes. If your agency has Centrex lines, you can generate cost-savings by learning to program your lines and features. (Otherwise, you must submit a TSR for programming changes and CMS will bill your agency \$7.50 per line change.)

Participants must have an EMS log-on and password to access the Internet-based EMS application. If you are taking AT&T Centrexmate training, you will also need a password and login. If you are currently accessing these functions, you don't have to do anything special since your current log-ins and passwords will be sufficient.

If you do not have access for one or both of these applications, follow the instructions below:

- For EMS, send an email to leslie.barrow@illinois.gov to advise you will be attending class and need access prior to 6/3/10
- For AT&T Centrexmate, send an email to richard.beagles@illinois.gov to advise you will be attending class and need a log-on and password prior to 6/3/10
- If you do not get a password/log-in, you can view the demonstrations but cannot actively work in your actual records

To register for classes click on this link: <http://www.zoomerang.com/Survey/WEB22ALKDACVP5>

The class outline, schedule and additional information are attached to this e-mail. Classroom facilities limit each class to 20 participants. We encourage you to register early and attend.