



Telecommunications Bulletin

Customer Service Center (CSC)

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Re-set telephone & wireless voice mail passwords via E-Mail! New system starts 8/01/10—Easier and more secure

Every month, the CSC Telecom Help Desk receives hundreds of requests for voice mail resets. Up until now we have handled those requests through the call center. This has worked well, but there is a better way; one which will provide greater security and be easier for you to use.

Starting on August 1, 2010 all requests for voice mail resets, during standard business hours, must be sent via e-mail. Instead of coordinators calling the help desk and going through the cell center menu options, all you have to do is write a simple e-mail: request voicemail reset, provide the phone number, and indicate whether or not the user needs the tutorial added. Then you send it to:

cms.voicemailreset@illinois.gov

It's that easy!

Exception: Voice mail resets for *automated attendants (EKS and PBX systems)* require vendor dispatch and therefore cannot be handled via email. So please continue to call the CSC Telecom Help Desk to request voice mail resets for systems.

The new e-mail process provides two distinct benefits. It gives an audit trail if something should ever go astray and it offers an additional level of security against unauthorized access. We are anticipating (but not promising) that the new process could also improve processing time for these requests.

From our end, assigned CSC agents will be monitoring the e-mail account on a daily basis so requests can be processed quickly. The return e-mail address verifies the request was sent by an authorized agency telecommunications coordinator (this can be either a primary or a secondary telecom coordinator) so our CSC agents can assign a Remedy ticket number and direct the request to the appropriate CMS team or vendor. You will receive a return e-mail confirmation of your voice mail reset and our ticket will continue to be monitored for satisfactory resolution.

Please mark your calendar because after August 1st, the CSC Telecom Help Desk will no longer accept voice mail reset repair calls during normal business hours. Since Coordinators are normally available only during business hours, the CSC Telecom Help Desk will continue to accept your staff's after-hours phone calls for voice mail reset requests. The next business day, a confirming e-mail will be directed to the agency Telecom Coordinator to ensure the correct user was provided access.