



Telecommunications Bulletin

Customer Service Center (CSC)

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Voicemail Conversion

The Department of Central Management Services, Division of BCCS, is in the process of changing the existing Voice Mail service features from the Nupoint system platform to the VoIP Enterprise system. The tentative due date for this conversion is August 1, 2013. CMS will be sending out a spreadsheet for you to review that will have the telephone numbers of the users that will be impacted.

Springfield prefixes: 524, 557, 558, 782, 785 & 786
Chicago prefixes: 793, 814 & 338.

CMS is working with Netch to make this transition as smooth as possible. Users will have to set up their voicemail boxes after the transition. CMS/Netch will be providing directions to assist in setting up the new mailboxes on the VoIP Enterprise system before the transition date.

CMS is working with the existing vendor (AT&T) and the new vendor (Netch) on moving the pre-recording Menu Box applications over to the new platform without having to have these all re-recorded. If we are unable to accomplish this, CMS will be contacting the agencies to assist in recording your Menu box application on the new VoIP Enterprise Voice Mail system.

The cutoff date for any changes to be made on the Springfield and Chicago Voice Mail system is 7/12/2013. All voicemail request received after 7/12/2013 will be placed on hold until the new VoIP Enterprise Voicemail system is up and running with no issues.

If you have any questions regarding this change please Vernon Burchett (217-785-9033) or Richard Friemuth (217-785-9211).