

VoIP Administration Enhancement Process

All Basic VoIP changes included below can be requested by emailing Doit.VoiceAdminChanges@illinois.gov. If you are making multiple changes to different devices/lines please limit them to 10 per email request for the Voice Admin Changes email. If you have Voice Admin changes over 10 please submit a TSR to the DoIT.prov@illinois.gov

All requests for Admin changes Must include:

- **Telephone number**
- **MAC number**
- **User Name**
- **User email address**

Basic VoIP Changes:

- **User Name Update**
 - Device/Line, Jabber, Unified Messaging / Voicemail, Smart Record, Reports
 - Include in email/TSR Call center group name, agent id / call center reports
- **Update / Remove / Add Voice Mail or Unified Messaging:**
 - VoIP Voice Mail/Unified messaging is reprogrammed for each new user.
- **Call Forward Busy or No Answer Update / Remove**
 - Include in email/TSR: what is the telephone number that call Forward Busy and/or No Answer is to be programmed on (include telephone number to be CFA/B)
- **Call Pickup Group Update / Remove**
 - Change a user from one pickup group to another
 - Add a user to an **existing** pickup group
 - Include in email/TSR: what is the Call Pickup Group name or a number that is in the existing pick up group
- **Hunt Group Update / Remove**
 - Change a user from one hunt group to another
 - Add a user to an **existing** hunt group
 - Include in email/TSR: what is the Hunt Group name or a number that is in the existing hunt group
- **Call Park Update / Remove**
 - Enable or Disable
 - Include in email/TSR Park group name or numbers for Park
- **Do Not Disturb Enable or Disable**
 - **Some phone types allow user to enable and disable this from the device**

- **Class of Service change (NCOS)** (this is for Springfield and Chicago based VOIP sites – For outlining areas with different Class of Service choices TC has been advised to contact Repair or Provisioning for assistance.
 - SPRINGFIELD CALLING AREA
 - SPR_0_CSS – No Outbound calling allowed
 - SPR_1_CSS – Unrestricted calling (international)
 - SPR_2_CSS – Nationwide Caribbean allowed
 - **SPR_3_CSS – Nationwide Caribbean Blocked STANDARD**
 - SPR_6_CSS – Local Calling Only
 - SPR_9_CSS – Centrex Calling Area Only
 - CHICAGO CALLING AREA
 - CHI_0_CSS – No Outbound calling allowed
 - CHI_1_CSS – Unrestricted calling (international)
 - CHI_2_CSS – Nationwide Caribbean allowed
 - **CHI_3_CSS – Nationwide Caribbean Blocked STANDARD**
 - CHI_6_CSS – Local Calling Only
 - CHI_9_CSS – Centrex Calling Area Only
 - **Include in email/TSR which “Class of Service” is being requested**

VOIP Call Center Changes

- **Update Existing Call Center Agent names & extensions**
 - Update Name of the Call Center Agent
 - Include in email/TSR - phone number, Mac Id, Agent ID, Name of Agent, Email address
 - Adjust or move agent skill group / team assignments (**Existing supervisors can update users’ skill sets**)
 - Include skill set in order of priority/team names
- **Update / Add / Remove Users to existing reports**
 - Include name of report
 - Include user name, agent id, mac id, email address
- **OTHER CHANGES No TSR needed**
 - All Voicemail Password resets send email to Doit.voicemailreset@illinois.gov
 - In email Include telephone number the voicemail is on
 - Password Resets for VoIP related software (Smart Record, WebEx, etc.) should be called directly into the DoIT help desk at 217-524-3648 Option 4.