

SUBJECT MATTER EXPERTS

ORDER TYPE	SME's	BACK UP	ADDITIONAL SERVICES
ROUTINE			
TSR & TELECOM COORDINATOR RELATED QUESTIONS			
TSR Logging	ANN CRUTCHLEY	NATHAN HARMON, FRANCIS DELAY	
Electronic TSR	LORI CAPPELLIN	JEFF SCHMID	
Telecom Coordinator	BETSY LAMASTER		
VENDOR TECH RELATED QUESTIONS			
Security Badge renewal	MARK KAYE		
PROGRAMMING DATA BASE QUESTIONS			
EMS11	JEFF SCHMID		
Remedy PRV	JOHN ALSUP	ANN CRUTCHLEY, MIKE BECKMAN	
Active Directory	LORI CAPPELLIN	BETSY LAMASTER	
State Directory	MARK KAYE	BETSY LAMASTER	
Telecom Coordinator Database	MARK KAYE	BETSY LAMASTER	
Centrex Mate	BETSY LAMASTER CHAD PATTON	ANN CRUTCHLEY	
Call Unity - Centrex Dedicated Voicemail programming	BETSY LAMASTER ANN CRUTCHLEY JR PICKETT	CHAD PATTON	
Call Manager	MAX FLANNERY LORI CAPPELLIN	CHAD PATTON, CHER CLODFELTER	
Web Ex & Jabber	WALLY DANDRIDGE		
VOICE SERVICE QUESTIONS			
Chicago Dedicated Techs	BETSY LAMASTER	ANN CRUTCHLEY	VM/CCC/name chgs
Springfield Dedicated Techs	BETSY LAMASTER	ANN CRUTCHLEY	VM/CCC/name chgs
Dropship	ANN CRUTCHLEY	NATHAN HARMON	
Non Dedicated Voice	MIKE BECKMAN	BETSY LAMASTER, MARY TROESCH	
Voice Systems (VEM)	MIKE BECKMAN		
Voice - 911 Updates & Location code issues	FRANCIS DELAY JOHN ALSUP	CHAD PATTON, JEFF SCHMID	
Teleinterpreters	ED FEDOR	JR PICKETT	
NexTalk	MIKE BECKMAN		
DATA SERVICE QUESTIONS			
Data - Routine	JOHN ALSUP ANN CRUTCHLEY MIKE BECKMAN		ANN CRUTCHLEY - DATA LEADS RELATED ORDERS
VIDEO SERVICE QUESTIONS			
Video Equipment	LYN STOUTAMYER ZACH PIERCALL		

WIRELESS SERVICE QUESTIONS			
Cellular	TRACY COOLEY	LORI CAPPELLIN, MARY TROESCH, BETSY LAMASTER	
IWIN	TRACY COOLEY	LORI CAPPELLIN	
VOIP SERVICE QUESTIONS			
Enterprise Routine VOIP	LORI CAPPELLIN JR PICKETT		
Enterprise Project VOIP	CHAD PATTON		
NON-ROUTINE PROJECT QUESTIONS			
Projects to be reviewed by CSS 2	ALEX JONES	ANY CSS 2	
Projects to be assigned to CSS 2	ANN CRUTCHLEY	MIKE BECKMAN, JOHN ALSUP	CREATING A PRV TICKET IN REMEDY
Projects Voice/To be scheduled	MIKE BECKMAN		
Projects Data/To be scheduled	JOHN ALSUP ANN CRUTCHLEY MIKE BECKMAN		
Projects VOIP/To be scheduled	CHAD PATTON	LORI CAPPELLIN, JR PICKETT	

****TSR's are filed In Order of Date put in bin by CSS2 section / Cellular orders next to Lori Cappellin**

TSR SCREENERS:
Ann Crutchley
Jeff Schmid - Backup
Tracy Cooley - Backup on Wireless Services
John Alsup - Backup on Data Services
Mike Beckman - Backup on Voice Services (all areas)
Lori Cappellin - Backup on VoIP Services