



# Telecommunications Bulletin

Customer Service Center (CSC)

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## VoIP Administration Process Enhancement

CMS is pleased to announce a new process for agencies to make simple VoIP Administration Changes. The process is designed to improve efficiencies and provide cost savings to agencies as we transition our traditional voice services to the CMS Enterprise VoIP System.

The new process is as follows:

Agency Coordinator can email CMS CSC at [cms.voiceadminchanges@illinois.gov](mailto:cms.voiceadminchanges@illinois.gov) and request any one of the administration changes listed below. The CSC will process the emailed request and it will be completed within 48 hours free of charge.

### Administrative changes eligible for this process

<b>Basic VoIP Changes</b>
Change of User Name
Change Voice Mail to New User & add Unified Messaging
Unified Messaging Remove
Change of Call Forward Busy or No Answer
Change of Class of Service
Change or Add Call Pickup Group
Change or setup of Call Park
Change or setup of Do Not Disturb
<b>VoIP Call Center Changes</b>
Setup of Call Center Agent
Removal of Call Center Agent
Change of Call Center Agent Name
Adjust or move agent skill group assignments
Change Agent User Names
Change existing Agent Information
Change Assignment of agents to Teams
Add Users to existing reports