State of Ohio

Telecommunication Service Request (TSR) Application

VoIP Contact Call Center

User Guide

DISCLAIMER: THESE ARE SPECIAL TSR INSTRUCTIONS LIMITED TO THE INITIAL AND NEW INSTALLATION OF IP PHONES FOR THE VOIP IT MANAGED SERVICES PROJECT ONLY.

Document History and Authorization

Document Owner	Approver Name	Date Version Number	Change Description
Dawn Marie Moseley, CBTS	Alicia Shipley/Sharon Gustafson, State of Ohio DAS	2/20/2013 V1.0	Initial
Dawn Marie Moseley, CBTS	Alicia Shipley/Sharon Gustafson, State of Ohio DAS	3/3/2013 V2.0	Enter SOW examples

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Purpose

This TSR guide provides instructions that are specific the initial State of Ohio VoIP IT Managed Services project only. In particular these procedures apply only to the initial service request for VoIP purchase or lease and new delivery of IP Phones for an agency site.

Note: The Agent Matrix and TAW is completed at the Contact Call Center meeting attended by the Agency and CBTS Teams before this TSR is submitted. No changes are permitted 31 days prior to the confirmed port date.

At a minimum, the Agency Site Telecom Coordinator – the person entering the initial TSR request is required to:

1. **Complete the TSR for the Contact Call Center.**
2. **Email the SOW with the TSR number to AskNGTS@cbts.cinbell.com**

Login

In the *Internet Explorer* window enter the TSR address: http://tsr.ohio.gov/rev2.

Enter the Username and Password and click **Log In.**

Create Request Tab

1. Select **Create new services** and click **Next**.

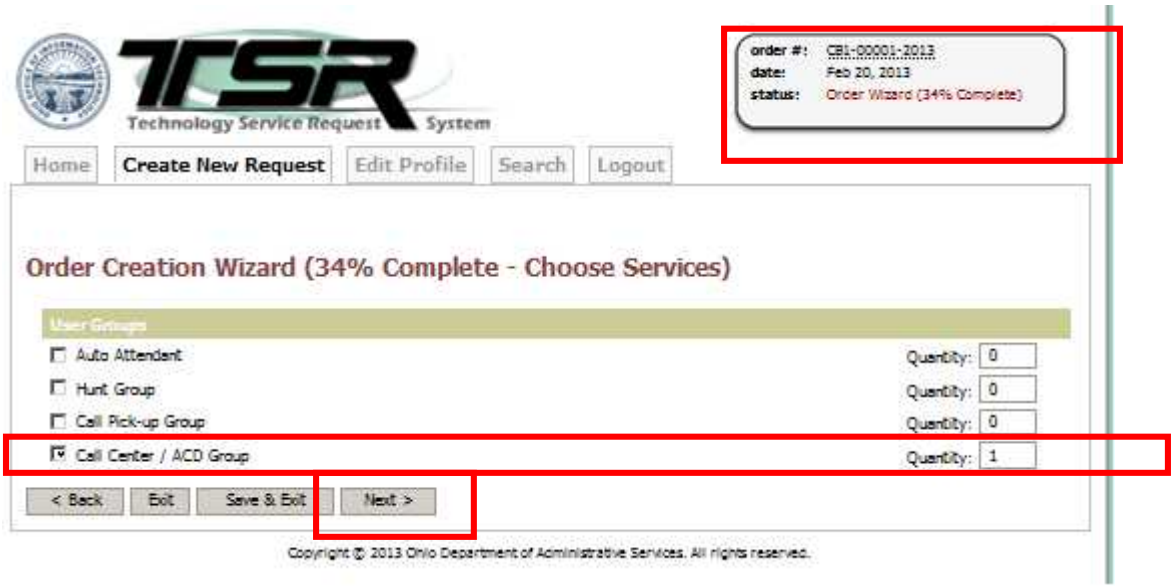
Voice Over IP (VOIP) – Choose Services

1. Select **CBTS User Groups** and click **Next**.

Order Creation Wizard–Choose Services

1. Click **Call Center/ACD Group.**
2. Enter **Quantity –** 1. Contact Call Center

Note: To generate and save and the TSR Order Number click Save & Next.



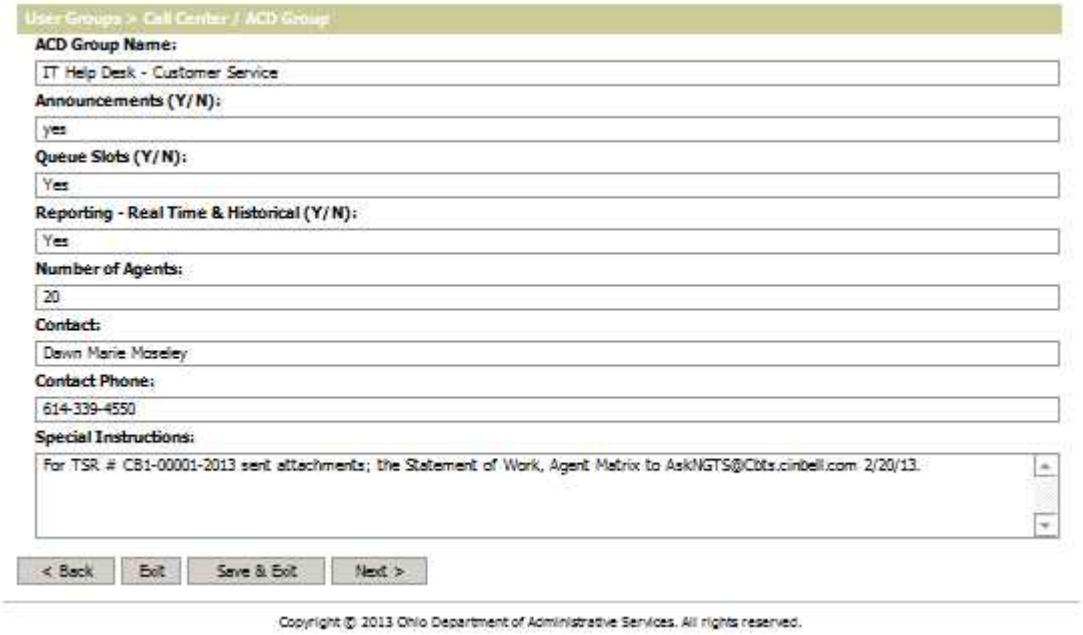
Order Creation Wizard–Added Information

User Groups

1. Under *Account Number*: Enter NEW-Contact Call Center (CCC).
2. Enter *Department*.
3. Enter *Cost Center* number.

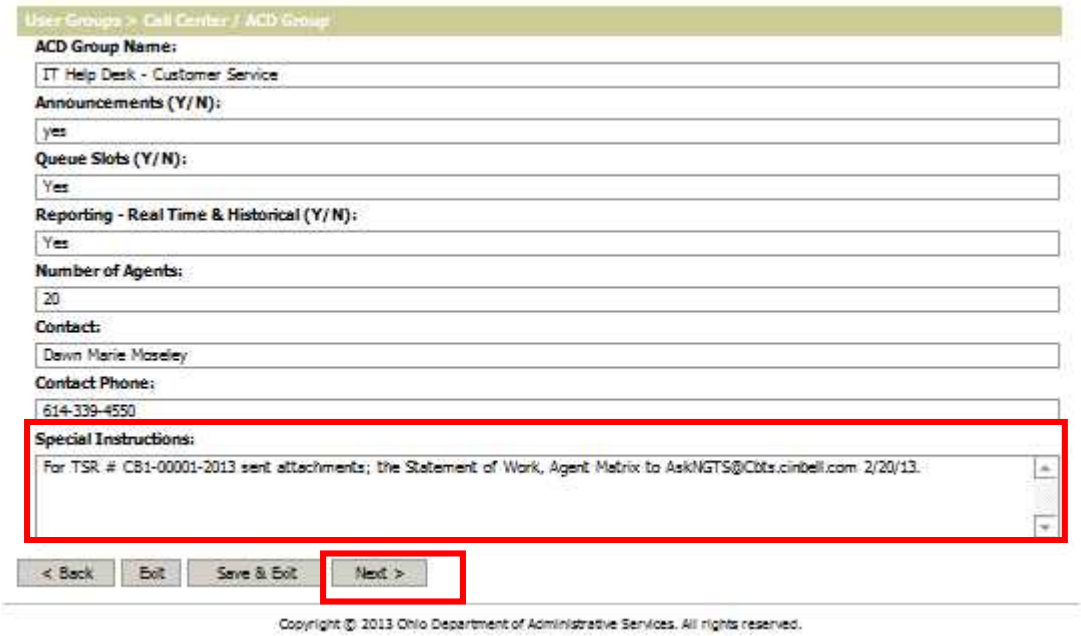
User Groups – Call Center ACD Group

1. Under *ACD Group Name*, enter the name of the Call Center group.
2. For *Announcements*, enter either Yes or No.
3. For *Queue Slots*, enter either Yes or No.
4. For *Reporting*, enter either Yes or No.



5. For *Number of Agents*, enter the phone quantity.

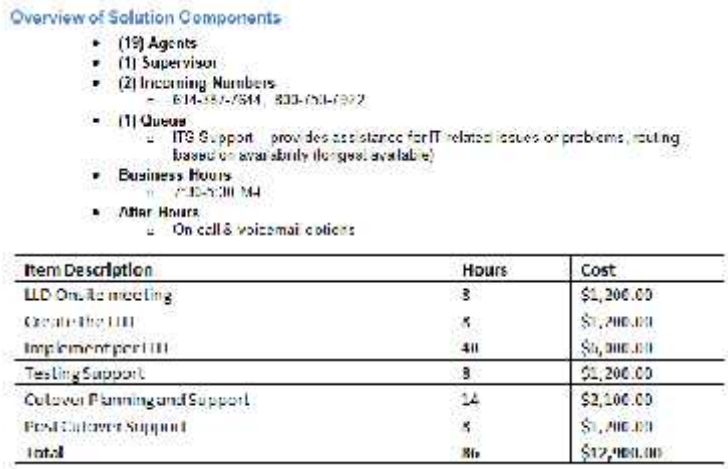
6. For *Contact*, enter first and last name.
7. For *Contact Phone*, enter the 10-digit number.
8. Under *Special Instructions*
    a. Reference the TSR Contact Call Center number in the email
    b. Attach the completed *Agent Matrix*.
    c. Attach the *Statement of Work (SOW).*
    d. Click **Next**.



Enter Statement of Work Details under Special Instructions

1. In another window open the *Statement of Work (SOW).*
2. Under *User Groups >Call Center/ACD Group* in the *Special Instructions* field, copy and paste the information. Refer to Figure 2.
3. Copy these two sections:
    a. **Overview of Solution Components** – Number of agents. Refer to Figure 1 (top)
    b. Project Timing and Charges Table –Itemized costs and Total Refer to Figure 1 (lower).
    c. Click **Next.**

Figure 1 SOW

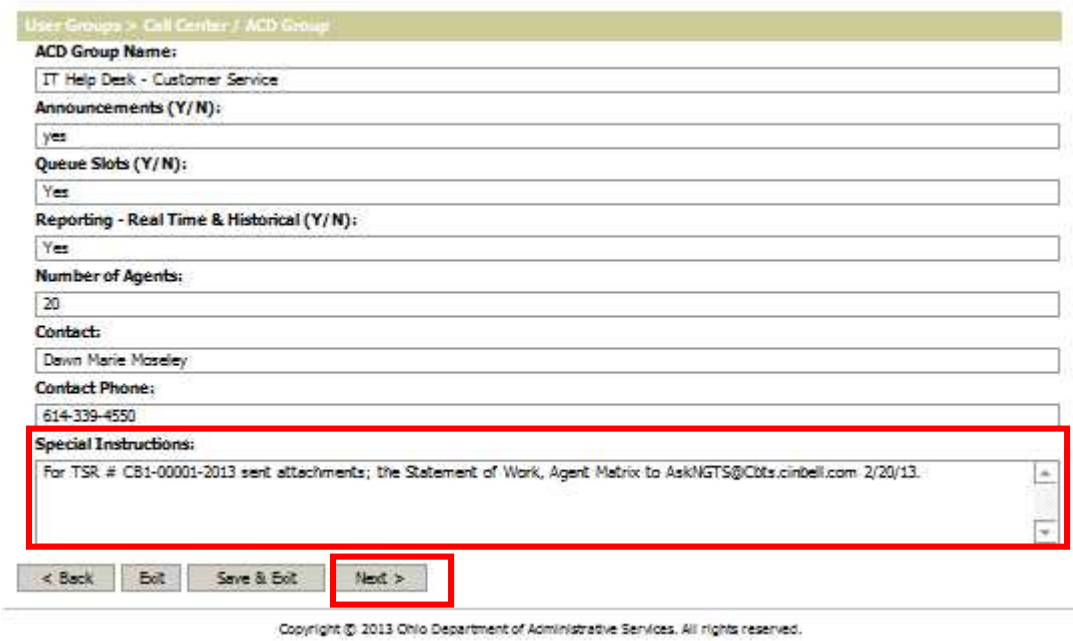


Overview of Solution Components

- (19) Agents
- (1) Supervisor
- (2) Incoming Numbers
  - 614-387-7644, 800-750-7922
- (1) Queue
  - ITS Support provides assistance for IT related issues or problems, routing based on availability (longest available)
- Business Hours
  - 7:00-5:00 M4
- After Hours
  - On call & voicemail options

Item Description	Hours	Cost
LLD Onsite meeting	8	$1,200.00
Create the LLD	8	$1,200.00
Implement per LLD	40	$6,000.00
Testing Support	8	$1,200.00
Cutover Planning and Support	14	$2,100.00
Post Cutover Support	8	$1,200.00
Total	86	$12,900.00

Figure 2 User Groups > Call Center/ACD Group



User Groups > Call Center / ACD Group

ACD Group Name:
IT Help Desk - Customer Service

Announcements (Y/N):
yes

Queue Slots (Y/N):
Yes

Reporting - Real Time & Historical (Y/N):
Yes

Number of Agents:
20

Contact:
Dawn Marie Moseley

Contact Phone:
614-339-4550

Special Instructions:
For TSR # CB1-00001-2013 sent attachments; the Statement of Work, Agent Matrix to AskNGTS@Cbts.cinbell.com 2/20/13.

< Back | Exit | Save & Exit | Next >

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Order Creation Wizard – Choose Service Location

1. Complete all the fields under *Select a location.*
2. Click **Next**.

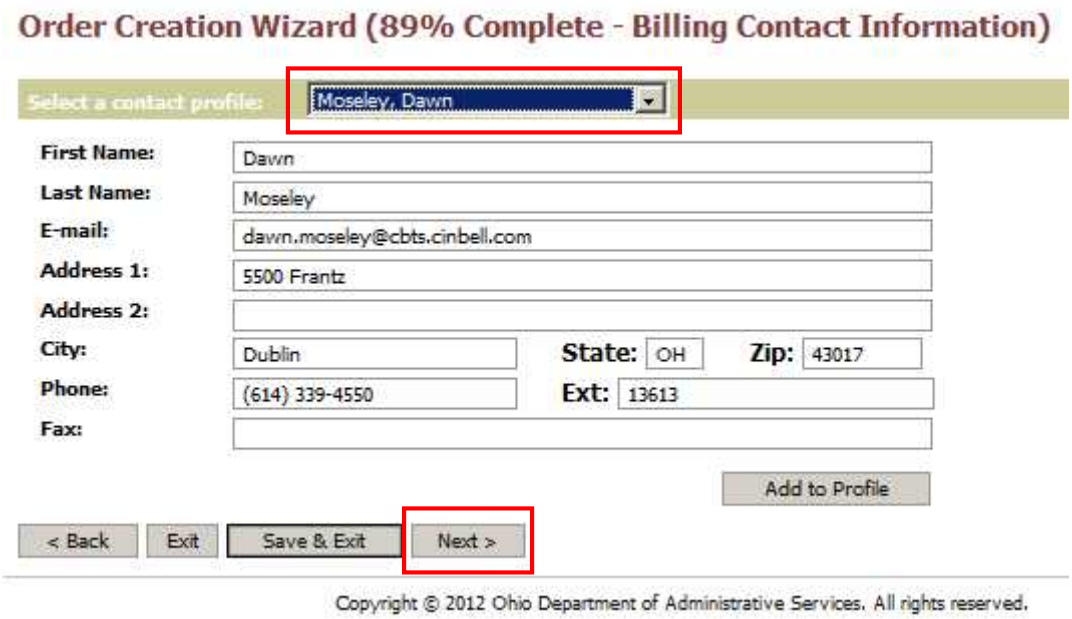
Order Creation Wizard – Order Contact Information

1. Complete all the fields under *Select a contact profile.*
2. Click **Next**.

Order Creation Wizard –Billing Contact Information

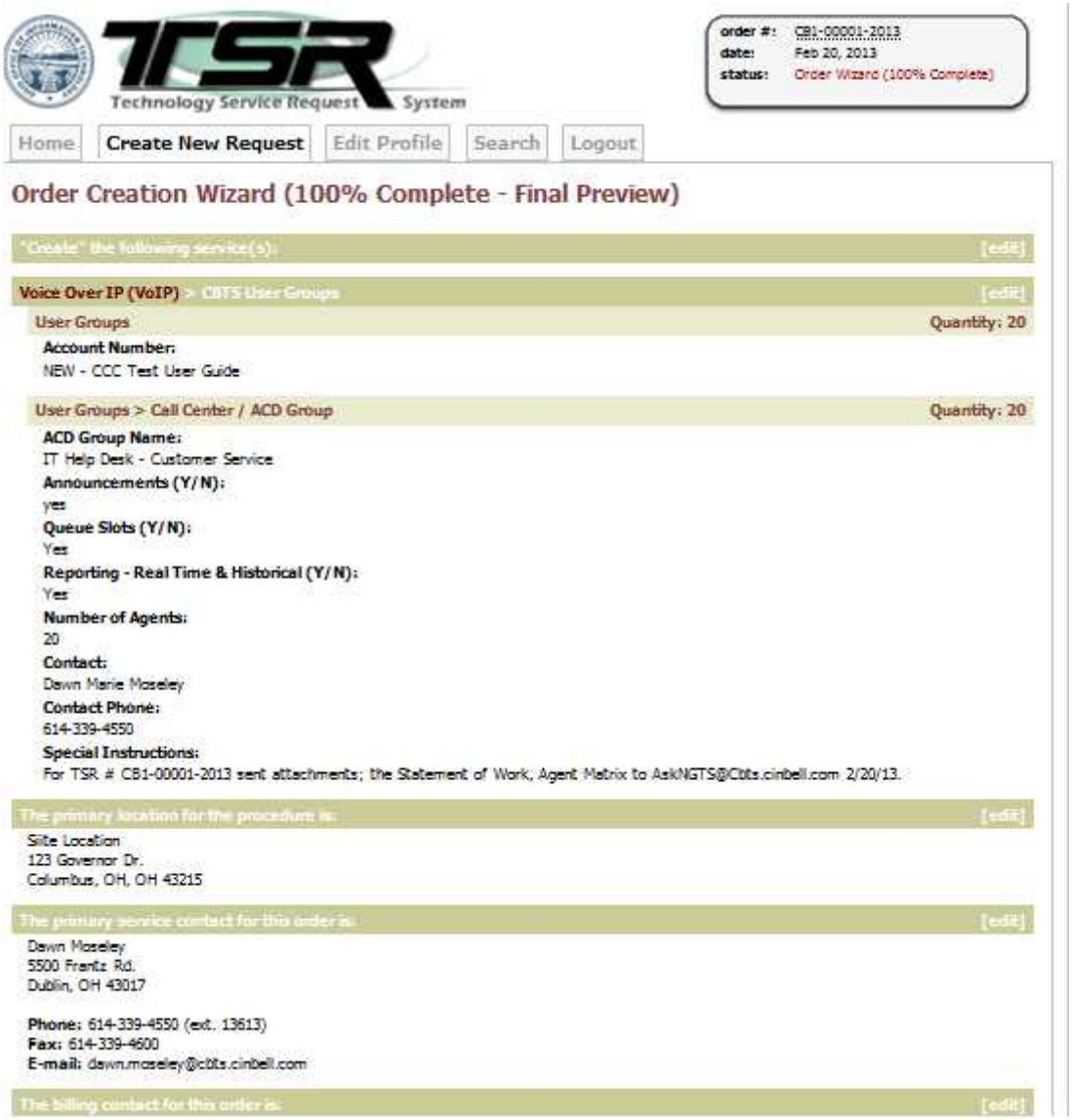
3. A new user to enter the information and clicks **Next**.

4. Or, a return user clicks on the Arrow for **Select a contact profile.**
5. From the pull-down, select the user name as shown below.
6. Click **Next**.

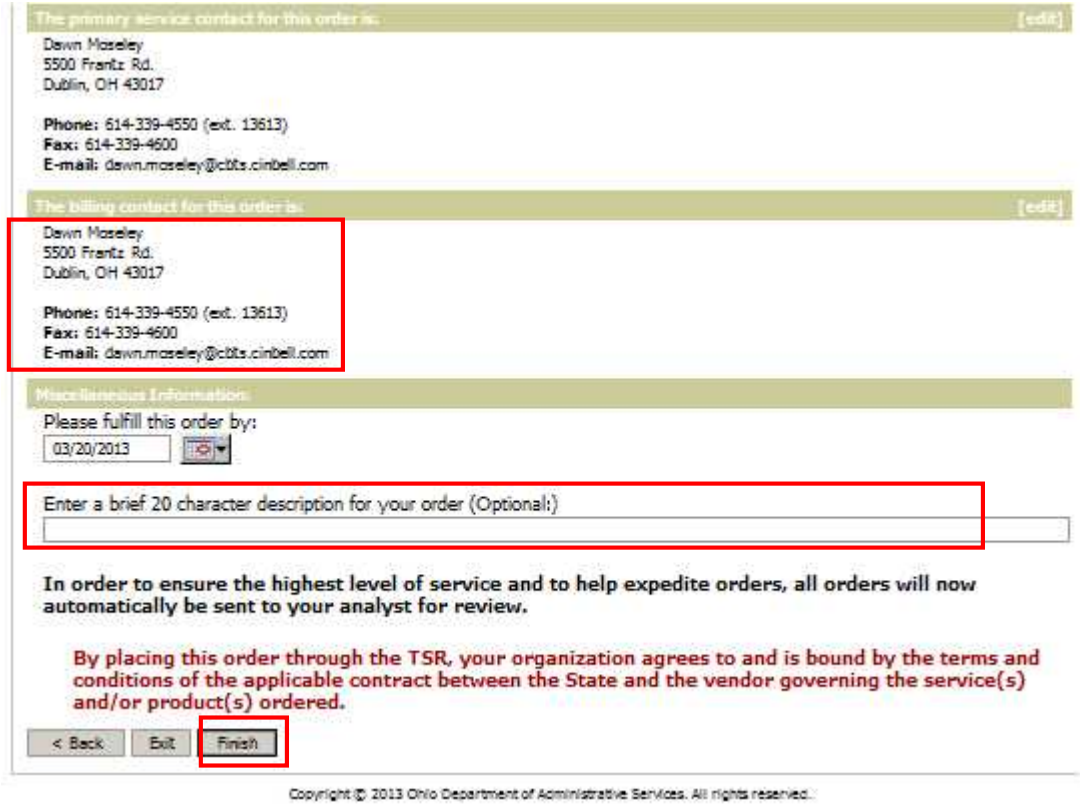


Order Creation Wizard –Final Preview

1. Review all the information to insure it is correct.
2. Scroll to the bottom of the order.



1. Select the **Calendar** date to be no less than 30 days from the order from placement.
2. In the text field enter brief description of order: Example: Telecom Coordinator name, the site location, floor number, and TSR number.
3. Click **Finish** and submit the order.



IMPORTANT:
To complete this order email and include the TSR Order number and the *Statement of Work (SOW) to* AskNGTS@cbts.cinbell.com.