SOMS Legacy PBX User Guide

Ordering Legacy PBX Telephone Services

December 3, 2010

v. 2.1

This document was created for the Telephone Coordinators of the state of South Carolina as a guide to ordering Telephone Services through a web-based portal provided by **Spirit Telecom**.

Table of Contents

1. CROSS REFERENCE BETWEEN LEGACY PBX MACD-ACTIONS AND NEW SOMS PBX RELEASE

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
Add	Agent Log-In ID	Add	Used to log into a call center application - MRC(s) apply.
Add	Auth Code / PBN - Domestic	Add	Add authorization code for long distance within the US [Domestic]. Please provide Subscriber Information and Account Information.
Add	Auth Code / PBN - International	Add	Add authorization code with international dialing. Please provide Subscriber Information and Account Information
Add	Bridged Extension	Add; Change; or Move Analog Additional Products; Bridged Extension 1-4	Tech required MRC(s)/OCC(s) apply. Add another telephone set with the same Service number. The bridged service number will also use the same ELL/Port.
Add	[Call-Center Management System] CMS Software	Add	Provide customer access to the CMS software for installation.
Add	[Call-Center Management System] CMS Login/License	Add	Assign a login ID for a CMS User.
Add	Call Coverage Path	Add; Change; or Move Features; Call Coverage Path	Add Call Coverage Path for an extension. Provide new call coverage information in "Coverage Path Additional Details."
Add	Call Coverage to Voice Mail	Add; Change; or Move Features; Call Coverage Path	Please provide in "Coverage Path Additional Details" the number of rings before going to Voice Mail (standard is 3).
Add	Call Pickup	Add; Change; or Move Features; Call Pickup	Create new Call Pickup Group (CPU). Provide ALL extensions for the new group in "Call Pickup Additional Details."
Add	Coverage Answer Group	Add; Change; or Move Features; Coverage Answer Group	Create Coverage Answer Group by providing all Service Numbers in a note in the Special Instructions
Add	EC500	Add; Change; or Move Software – EC500 Forward to Cellular	Allows cell phone to ring simultaneously with extension. One EC500 required for each call-appearance. You will need to provide cell phone number in "Details." MRC(s)/OCC(s) apply.

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
Add	Hunt Group	Add; Change; or Move Features; Hunt Group	Add station Hunt Group with members. Provide members names and telephone extensions in the "Hunt Group Additional Details" Pop-up. Any other information should be placed in the "Special Instructions."
Add	Stutter Dial Tone	Add; Change; or Move Features; Stutter Tone	Activate Stutter Dial Tone for Voice Mail
Add	Analog Service	Add; Telephony Service	Tech required. MRC(s)/OCC(s) apply. Please select Analog set type. If you need equipment please create an additional issue.
Add	Analog Service with Caller-ID	Add; Change; or Move Analog Additional Product; Caller-ID	
Add	Analog Service – Fax-Modem	Add; Telephony Service	Tech required. MRC(s)/OCC(s) apply. Please select Analog set type. If you need equipment please create an additional issue.
Add	Digital Service	Add; Telephony Service	Tech required. MRC(s)/OCC(s) apply. Please select 1) digital set type, 2) Set type configuration in the "New Products and Service" section. 3) If you need equipment please create an additional issue.
Add	Ring-Down	Add; Telephony Service	Install a Ring-Down (analog) that automatically calls a pre-determined extension number when the Ring-Down handset is picked up. Specify the pre-determined extension in "Special Instructions." MRC(s)/OCC(s) apply.
Add	Soft Number	Add; Telephony Service	No further details required.
Add	Student Analog Service	Add; Telephony Service	
Add	(CAT5E) Pull Cable	Add; Cable Pull or Create Non-Service Order; Cable Pull	Tech required. OCC(s) apply. Install (CAT5E) Cable. Estimate is 1hr. 30mins.
Add	(CAT6E) Pull Cable	Add; Cable Pull or Create Non-Service Order; Cable Pull	Tech required. OCC(s) apply. Install (CAT6E) Cable. Estimate is 1hr. 30mins.
Add	Equipment provided by Spirit [See Customer Owned Equipment]	Add; Equipment or Create Non-Service Order; Equipment	Spirit needs to provide equipment from inventory. Please refer to the Customer Owned Equipment Indicator. Un-checked checkbox indicates that Spirit Telecom will provide the equipment from inventory. Telephone Coordinators can also utilize the "new" Menu Item, "Add Inventory Only" or

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
			"Add Equipment."
Add	Equipment provided by customer [See Customer Owned Equipment]	Add; Equipment or Create Non-Service Order; Equipment	Agency will provide equipment. Please update equipment in "New Products and Service" section.
Add	Equipment to Inventory	Create Non-Service Order	Order equipment not assigned to a Subscriber
Add	Technician Labor	Create Non-Service Order;	Tech required. OCC(s) apply. Please provide details in "Special Instructions."
Add	Voice Mail Box Basic	Add; Change; Move Software – Voice Mail	Add the specified voice mail box. Please add to the "New Products and Services" section a new password and Zero outpoint, which are required fields for this action. Please use N/A if Zero Outpoint is not needed. MRC(s)/OCC(s) apply.
Add	Voice Mail Expanded Box	Add; Change; Move Software – Voice Mail	Please provide mailbox message capacity in "Special Instructions" - 50/75/100 messages. Please add to the "New Products and Services" section a new password and Zero outpoint, which are required fields for this action. Please use N/A if no Zero Outpoint is needed. MRC(s)/OCC(s) apply.
Add	Voice Mail Box Listen Only	Add; Change; Move Software – Voice Mail	Password to be assigned by PBX software and should not be changed. Please add to the "New Products and Services" section a new password and Zero outpoint, which are required fields for this action. Please use N/A if no Zero Outpoint is needed. MRC(s)/OCC(s) apply.
Add	Voice Mail Box Extended	Add; Change; Move Software – Voice Mail	Add the specified voice mail box. (20/2:00). Please add to the "New Products and Services" section a new password and Zero outpoint, which are required fields for this action. Please use N/A if no Zero Outpoint is needed. Specify zero out point and password in New Products and Services fields. MRC(s)/OCC(s) apply.
Change	Subscriber Name	Change; Move "Correct Subscriber Name"	Change the subscriber name in the PBX, VM, CMS, PBN(s), etc. Please update fields in the new subscriber section.
Change	Department Number	Change; Move	Change Department Number for a service number / Voice Mailbox if applicable.
Change	Agent Log-In ID	Change; Move	Change Skill #/Skill Level or other associated features assigned to an Agent Log-In ID. Current MRC(s) apply.

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
Change	Auth Code / PBN – Domestic	Change; Move	Change existing authorization code to allow Domestic dialing
Change	Auth Code / PBN - International	Change; Move	Change existing authorization code to allow International dialing
Change	Call Coverage	Change; Move	Change the Call Coverage Path for a service number. Provide changed coverage information in "Coverage Path Details" pop-up.
Change	Call Coverage to Voice Mail	Change; Move	Please provide coverage information in "Coverage Path Details" pop-up regarding the number of rings before going to Voice Mail (note: standard is 3).
Change	Call Pickup	Change; Move	Change an extensions existing Call Pickup Group to a different Call Pickup Group (CPU). Specify in "Call Pickup Details" what number it needs to be in CPU.
Change	COS/COR	Change; Move	Change the dial restrictions on service number. Provide data in "Special Instructions."
Change	CMS Login/License	Change; Move	Change a CMS Login from the CMS system. Specify in "Special Instructions" what login ID to change in CMS.
Change	CMS Login Reset	Change; Move	Reset a CMS User ID. Customer to provide in "Special Instructions" existing CMS login ID and what customer needs access to.
Change	[Digital] Set-Type Configuration	Change; Move	Change button programming on a digital set. 1) Select from Products and Services a set type, 2) Select a set configuration.
Change	Digital Set-Type	Change; Move	Tech required. MRC(s)/OCC(s) apply. 1) Select from Products and Services a set type, 2) Select a set configuration.
Change	EC500	Change; Move	Change the existing cell phone number used in the EC500. Provide new number in "EC500 Forward to Cellular Details."
Change	Hunt Group	Change; Move	Change existing Hunt Group. Provide change information in the "Hunt Group Details."
Change	Analog Service to Digital Service	Change; Move	Tech required. MRC(s)/OCC(s) apply. Please select 1) digital set type, 2) Set type configuration in the "New Products and Service" section. 3) If you need equipment add an additional "Service Product" of Equipment within the same Service Request.
Change	Analog Service to Soft Number	Change; Move	Tech required. MRC(s)/OCC(s) apply. If Soft Number should appear on another Extension, create another issue for that

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
			service number and provide the Set Configuration Sheet.
Change	Analog Service to Ring-Down	Change; Move	Tech may be required. MRC(s)/OCC(s) may apply. Ring-Down is programmed to automatically dial a pre-defined service number when the handset is off hook. Ring-Down cannot receive incoming calls. Please provide new data in "New Service Number and Location" section. Specify in "Special Instructions" service number to route Ring-Down to. If you need equipment please create an additional issue.
Change	Caller-ID to Analog Service	Change; Move	Tech required. MRC(s)/OCC(s) apply. Please select analog w/caller id set type from the "New Products and Service" section. If you need equipment please create an additional issue.
Change	Digital to Analog Service	Change; Move	Tech required. MRC(s)/OCC(s) apply. Please select Analog set type in the "New Products and Service" section. If you need equipment please create an additional issue.
Change	Digital to Soft Number	Change; Move	Tech required. MRC(s)/OCC(s) apply. If Soft Number should appear on another Extension, create another issue for that service number and provide the Set Configuration Sheet.
Change	Digital to Ring-Down Service	Change; Move	Change the pre-determined extension number to Ring-Down when handset is lifted. Provide Ring-Down extension number in "Details."
Change	Soft Number to Analog	Change; Move	Tech required. MRC(s)/OCC(s) apply. Please select 1) Service number, 2) Set Type, 3) Provide New Service location, D75
Change	Soft Number to Digital	Change; Move	Tech required. MRC(s)/OCC(s) apply. Please select 1) Service number, 2) Set Type, 3) Set Configuration 4) Provide New Service location. If you need equipment please create additional issue.
Change	Voice Mail Box	Change; Move	Change name, zero out point, mailbox type, account number, etc. Specify zero out point and or mailbox type information in the New Products and Services fields. Provide all other changes in "Special Instructions."
Change	Voice Mail Box Reset PW	Change; Move	New password and Zero outpoint are required for this action. Please add to the "New Products and Services" section a new password and Zero outpoint, which are required fields for this action. Please use N/A

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
			if no Zero Outpoint is needed. All messages will be deleted.
Change	Suspend/Reserve Analog service	Change	Change the COS to Reserve and hold the service number for future use. MRC(s)/OCC(s) apply.
Change	Suspend/Reserve Digital Service	Change	Change the COS to Reserve and hold the extension for future use. MRC(s)/OCC(s) apply.
Change	Suspend/Unreserve Digital Service	Change	MRC(s)/OCC(s) apply. Change COR to Un-Reserve service number for immediate use.
Change	Suspend/Unreserve Analog Service	Change	MRC(s)/OCC(s) apply. Change COR to Un-Reserve service number for immediate use.
Move	Bridged Analog Service Ext	Move	Tech required. MRC(s)/OCC(s) apply. Move an existing bridged telephone set with the same service number. Please provide new data in "New Service Number and Location" section.
Move	Existing Service – Analog, Digital, Ring-Down, Student Analog, Analog – Fax, Soft	Move	Tech required. OCC(s) apply. Move existing digital or analog service from one location to another. Please provide new data in "New Service Number and Location" section. Please review other service actions that may apply.
Move	Records Only		Tech not required. RECORDS ONLY - To update the location (room, floor or building code) Please update "New Service Number and Location" section.
Move	Voice Mail Box	Move	Move an existing mailbox to another service number. Please add in "Special Instructions" the service number to where the existing mailbox is being moved. Please create a 2nd issue to for the service number to where the mailbox is being moved.
Disconnect	Bridged Extension	Change; Move	Tech required. OCC(s) apply. Remove the Bridged Analog set and leave the original service number.
Disconnect	Call Coverage	Change; Move	Disconnect an existing Call Coverage path from an extension.
Disconnect	Call Pickup	Change; Move	Remove an extension from an existing Call Pickup Group.
Disconnect	EC500	Change; Move	Disconnect EC500 soft number.
Disconnect	Hunt Group	Change; Move	Remove hunt group.
Disconnect	Stutter Dial Tone	Change; Move	De-activate Stutter Dial Tone for Voice Mail
Disconnect	Voice Mail Box	Change; Move	Delete the existing voice mail box.
Disconnect	Agent Log-In ID	Delete	Disconnect existing Agent Log-In ID number.

MACD Action	Service Action Title	Create Service Order - Service Request Type:	Service Action Description
Disconnect	CMS Login/License	Delete	Delete a CMS Login from the CMS system. Specify in "Special Instructions" what login ID to remove from CMS.
Disconnect	LD Authorization Code / PBN	Delete	Disconnect existing Long Distance [LD] Authorization Code
Disconnect	Existing Telephony Service	Delete	Tech required. Remove your service number from the telephone system and all associated features such as voice mailbox, etc.
Disconnect	Ring-Down	Delete	Tech required Remove Ring-Down service number.
Disconnect	Soft Number	Delete	Disconnect the Soft # and associated features such as bridged appearances, Auto Attn., or VDN.
Change	Service Number		Change current service number to a new service number. All features, MRC, port and cable pairs will stay the same. Tech is not required.

2. INSTRUCTIONS FOR ADDS, CHANGES, MOVES AND DISCONNECTS

2.1 Service Request Type

2.1.1 Service Request Type: Add

The primary reason to select the "Service Request Type" of "Add" is when you would like to "Add" a "New Service." Examples of adding a "New Service" are:

1) New Telephone Number with Telephony Service of Analog or Digital
2) Request a New Agent Log-In ID
3) Request a Long Distance Authorization Code
4) All three of the above listed, for either a "New" Employee [Subscriber] or an "Existing" Employee [Subscriber]

To begin, follow these steps:

Step 1: Select "Create Service Orders," from the left navigation pane
Step 2: Choose "Add," from the Service Request Type pick-list values
Step 3: Requires "2.2 Subscriber Information"; 2.2.1 Enter New Subscriber, 2.2.2 Locate Existing Subscriber
Step 4: Requires you to "locate the account" [i.e., Department Number, Department Name, Division Name and Account Number] in the "Account and Site Location" grouping, then you can "Add Service Products."

2.2 Subscriber Information

A person who subscribes to a service (i.e., Telephony Service, Agent Log-In ID, LD Authorization Code, etc.) is a "Subscriber." SOMS views Subscribers in two (2) ways;

1) An "Existing Subscriber"
2) "New Subscriber"

An Existing Subscriber is someone who currently subscribes to one or more of Spirit Telecom's "Service Products," or has subscribed to a Service Product in the past. An Existing Subscriber has been assigned a Subscriber ID (i.e., unique identifier, 7 digits in length, randomly generated). In an effort to reduce the possibility for a "Subscriber" to have more than one (1) Subscriber ID assigned to them, SOMS will compel the User to perform a "Search" of the Subscriber database which will enable the User to make a conscious decision that the Subscriber(s) presented to them in the Service Number / Subscriber Search result grid pop-up is or is not the Subscriber for which they wish to "Add" a Service Product.

A "New" Subscriber should not have ever had a Service Product associated with them within SOMS. If the Subscriber is considered to be a "New" Subscriber, SOMS will assign a "Subscriber ID" at time of "Completion" of the Service Request.

2.2.1 Enter New Subscriber

SOMS enables you to "Add" a "New Subscriber." SOMS requires you to enter a First Name and a Last Name.

Subscriber Information

First Name *		Search
Last Name *		

Step 3a: Type Subscriber's First Name into First Name* field.
Step 3b: Type Subscriber's Last Name into Last Name* field.

Step 3c: Click on the "Search" [Search] Icon, validate the Subscriber you want to enter does not already exist.

Service Number/Subscriber Search

First Name	Alex		Account Number	
Last Name	Smith		Department Number	
Subscriber ID			Department Name	
Service Number				

Search   Clear   Cancel

Service Number	Subscriber ID⇧	Last Name	First Name	Account Number	Dept Number	Dept Name	Bldg Number	Bldg Name	Address	City	State	Flr/Rm
000-1515	9276453	SMITH	ALEX	504138	5000848	EDUCATIONAL TECHNOLOGY-5000848						
803-737-3327	9276453	SMITH	ALEX	504138	5000848	EDUCATIONAL TECHNOLOGY-5000848	D00142	ETV/OLD STATE RECORD BLD	1101 GEORGE ROGERS BLVDEPN #25 Sumter Sw #4	COLUMBIA	SC	1/1139
803-737-8654	9960380	SMITH	ALEX	504098	1105300	SC EMERGENCY MANAGEMENT DIVISION-1105300	D01709	EPD PINE RIDGE/ARMORY	2779 FISH HATCHERY RDEPN 1	WEST COLUMBIA	SC	1/314D

Record Count: 3

Step 3d: If result-set displays and Subscriber does not already exist, click on "Cancel" button.
Step 3e: Complete the Department Information.

Option 1: Begin typing in the Department Number [any portion of the number or the complete number] then click on the Search Icon.

To select the Department, click on the hyperlinked Department Number

Option 2: Click on the Search Icon and enter your search criteria, then click the Search Button.

To select the Department, click on the hyperlinked Department Number

Selecting the appropriate Department will auto-fill the Department Name, Division Name, Account Number, and Agency. You can also search on these fields if necessary.

Step 3f: Complete the Building Information.

Option 1: Begin typing in the Building Number [any portion of the number or the complete number] then click on the Search Icon.

To select the Building, click on the hyperlinked Building Number

Option 2: Click on the Search Icon and enter your search criteria, then click the Search Button.

To select the Building, click on the hyperlinked Building Number

Selecting the appropriate Building will auto-fill the Building Number, Building Name, Address, City, State, and ZIP +4. You can also search on these fields if necessary.

You are now able to start assigning service products to this Subscriber.

2.2.2 Locate Existing Subscriber

Step 3a: Type Subscriber's First Name into First Name* field.
Step 3b: Type Subscriber's Last Name into Last Name* field.
Step 3c: Click on the "Search" [🔍 Search] Icon, validate the Subscriber you want to enter already exists in result set.
Step 3c: Click on the hyperlink Subscriber ID
Step 3d: SOMS will automatically retrieve the Account and Site Location

You are now able to start assigning service products to this Subscriber.

2.3 Account and Site Location

The Account information is required information. This information is necessary in order to provide the necessary "Billing" information to the appropriate Agency and Department.

2.3.1 Locate Account

The Telephone Coordinator clicks on the Search (🔍 Search) Icon, that invokes a Search based upon the criteria entered.

While SOMS is performing a search, a progress indicator " [Please wait …] " will appear while SOMS is in the process of determining if Account / Department exists within SOMS and retrieves the data for display.

If the exact Department Number has been entered correctly and it has been associated with a particular Building Number, when SOMS locates the record, the following would be returned:

- Account Number (view only)
- Department Name (view only)
- Department Number (view only)
- Building Name (view only)

- Address (view only)
- City (view only)
- State (view only)
- Zip + 4 (view only)

<u>Option 1</u>: Begin typing in the Department Number [any portion of the number or the complete number] then click on the Search Icon.

To select the Department, click on the [hyperlinked](#) Department Number

<u>Option 2</u>: Click on the Search Icon and enter your search criteria, then click the Search Button.

To select the Department, click on the [hyperlinked](#) Department Number

2.3.2 Locate Site

There are multiple reasons why we require the "Location Site" information. When you are requesting telephony service to be provided, the location site information is used to:
- Assist the technician in finding your physical location
- Enable Spirit Telecom to provide specific information regarding your location to E911
- Enable the Spirit Telecom Directory Listing provisioner with location address information in addition to the information provided in the Details associated with the Directory Listing product.

In regards to non-telephony products such as, LD Authorization Codes and Agent Log-In ID's, the address information is used for regulatory and taxation purposes.

If only one location exists for the Account - Department selected above in a previous step, then the Building Number and Street Address are automatically defaulted and populated in the Building Number and Street Address fields

A Filter is performed to allow only those Site Addresses associated with the Account – Department selected above to appear in the Location Details section.

Building Number *	Building Name *	Address *	City *	State *	Zip+4 *	
						Search

<u>Option 1</u>: Begin typing in the Building Number [any portion of the number or the complete number] then click on the Search Icon.

To select the Site Location, click on the [hyperlinked](#) Building Number

<u>Option 2</u>: Click on the Search Icon and enter your search criteria, then click the Search Button.

To select the Site Location, click on the [hyperlinked](#) Building Number

The Floor and Room / Suite enterable fields are required, also. However, they are located in the Service Products Summary.

2.4 Service Products Summary

You can "[Add Service Products](#)"
    a. [Agent Log-In ID](#)

b. LD Authorization Code
c. Cable Pull
d. Call-Center Management System [CMS]
e. Equipment
f. Telephony Service
1) Analog Service
2) Analog Service – Fax-Modem, Etc.
3) Digital Service
4) Ring-Down Service
5) Soft Number
6) Student Analog Service

To begin an Add Order, click "Create Service Orders" on the left panel. Then select "Add" from the "Service Request Type" pick-list.

2.4.1 Add Agent Log-In ID

Step 1: Select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.
Step 2: In the "Service Products Summary" grouping, select "Agent Log-In ID" from the "Service Products" pick-list values. Category and Additional Product dropdowns will auto-populate

.

Step 3: Click on the Details icon [📑] to access the "Details" pop-up.
Step 4: Enter Skill Name, Skill Number, and Skill Level and select Save. Note, if you are unsure how to complete this section, you may type in the "Skill Name" field Set-up like "First Name, Last Name," and enter "0" in the Skill Number*, Skill Level* fields. The Translations department may need to call and clarify if they cannot locate the User's Name which you are suggesting to set-up like.

Step 5: If additional Skills are required click on the Plus [+] Icon and another row will appear for entry.

Step 6: When finished click on "Save" button.

Step 7 [Optional]: If you would like to add Zip Tone, click on the Plus [+] Icon, in the Additional Products section and select from the dropdown.

Step 8: To communicate more specific steps, use "Special Instructions."

Step 9: Click "Save" to preserve the order.

Step 10: Click "Submit" when you're ready for the order to be processed.

[Back to MACD-Action Template]

2.4.2 Add Long Distance [LD] Authorization Code [i.e., PBN]

Step 1: Select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.

Step 2: In the "Service Products Summary" grouping, select "LD Authorization Code" from the "Service Products" pick-list values.

Step 3: In the "Additional Products" grouping, select either "Domestic LD Authorization Code" or "International LD Authorization Code" from the pick-list values available.

Step 4: Click "Save" to preserve the order.

Step 5: Click "Submit" when you're ready for the order to be processed.

[Back to MACD-Action Template]

2.4.3 Call-Center Management System [CMS]

Step 1: Select "Create Service Orders" and pick "Add" from the "Service Request Type" dropdown.

Step 2: Search on and select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.

Step 3: In the "Service Products Summary" grouping, select "Call-Center Management System [CMS]" from the "Service Products" pick-list values

Step 4: In the "Additional Products" grouping, the "Category*," "Call-Center Management Systems [CMS]" will automatically display, then select "CMS Software" from the pick-list values.

Step 5: Click on the Details icon for the link www.myphonehelp.com for the configuration instructions.

Step 6: Click on the Plus [✚] Icon and SOMS will add another row. "Call-Center Management Systems [CMS]" will automatically display as the "Category*," then select "User Log-In and Password" from the pick-list values.

Step 7: Select the Details icon and input "Spirit1500" in "User ID" and VDNs, Vectors, and Skills permissions needed in "Comments".

Step 8: Click "Save" to preserve the order.

Step 9: Click "Submit" when you're ready for the order to be processed.

[Back to MACD-Action Template]

2.4.4 Cable Pull

Step 1: Select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.

Step 2: Select "Cable Pull" from the "Service Products" pick-list values. Then indicate the desired Floor and Room/Suite of the Cable Pull.

Step 3: From the "Additional Product" pick-list values, select the wire, if known. If you do not know the type of wire, SOMS will not require you to select one. Then click on "Submit" or continue to Step 4:

```
101437 – IS016 – WIRE,1PR,X-CONNECT,BLUE,WHITE,1000',REEL
101445 – IS020 – WIRE,2PR,X-CONNECT,1000',REEL,BW,WO
101448 – IS013 – WIRE,4PR,CAT3,PLENUM,1000',BOX,WHITE
101449 – IS1000 – WIRE,4PR,CAT5E,PLENUM,1000',BOX,BLUE
101453 – IS1357 – WIRE,4PR,CAT6,PLENUM,1000',BOX,WHITE
101454 – IS1293 – WIRE,4PR,CAT6,PLENUM,2071E,1000',BOX,BL
127338 – IS1136 – WIRE,4PR,CAT5E,PLENUM,1000',BOX,YELLOW
127340 – IS1209 – WIRE,4PR,CAT6,PLENUM,1000',BOX,WHITE
134833 – WIRE,4PR,CAT6,PLENUM,2071E,1000',BOX,WH
134834 – WIRE,4PR,CAT6,PLENUM,2071E,1000',BOX,YLW
134835 – WIRE,4PR,CAT6,PLENUM,2071E,1000',BOX,SLT
134837 – CABLE,COAX,PLENUM,VIDEO,RG6,WHITE JACKET
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Step 4: If you would like to add more "Additional Products" for this "Cable Pull" associated with the "Subscriber," click on the Plus [+] Icon and choose from the "Category*" pick-list values

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

Note: Within "Create Service Request", Cable Pulls are available on Add orders only, not on Changes or Moves. Cable Pulls are also available in "Create Non-Service Orders."

2.4.5 Equipment

Step 1: Select "Create Service Orders" and pick "Add" from the "Service Request Type" dropdown.
Step 2: Search on and select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.
Step 3: In the "Service Products Summary" grouping, select "Equipment" from the "Service Products" pick-list values.
Step 4: In the "Additional Products" grouping, select the Category of equipment desired.

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

Step 5: Select the model of equipment desired in "Additional Product"

Step 6: If you have any specific comments to make regarding the piece of equipment chosen, you can click on the Details icon [🖹] to enter "Additional Product Details" in the pop-up panel:

Additional Product Details	
Additional Product Parameter	**Additional Product Value**
Description/Note *	

Save   Cancel

Note: Equipment can also be added to an existing Service Request in two ways:
Step 7: Select the Plus [➕] Icon in the "Service Products" grouping.

Service Product(s)*	Description	Floor*	Room/Suite*	Number	Action
Telephony Service					🗑
Equipment ⌄					➕ 🗑

Step 8: Select the desired Equipment under the Category column in the "Additional Products" grouping

2.4.6 Add Telephony Service

Step 1: Select a Subscriber (New or Existing) and ensure that Account and Site Information is populated.
Step 2: In the "Service Products Summary" grouping, select "Telephony Service" from the "Service Products" pick-list values

Service Products Summary									
									Service Product(s) Added:(3)
Service Product(s)*	**Description**	**Floor***	**Room/Suite***	**Number**	**Details**	**Switch Name**	**Auth Code**	**ELL Port**	**Action**
Agent Log-In ID					🖹				🗑
LD Authorization Code					🖹				🗑
Telephony Service ⌄					🖹				➕ 🗑

Additional Products							
Category*	**Additional Product***		**COE**	**Details***	**Trans Details***	**Quantity**	**Action**
Telephony Service ⌄	Select	⌄					➕

  a. Enter the Floor* and Room/Suite*
  b. Select the appropriate Telephony Service (see below).

[Back to MACD-Action Template]

2.4.6.1 Category: Telephony Service; "Add" Analog Service

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
  a. Select "Analog Service" from the "Additional Product*" pick-list values

Select
Analog Service
Analog Service - Fax-Modem, Etc.
Digital Service
Ring-Down Service
Soft Number
Student Analog Service

Category*	Additional Product*	COE	Details	Quantity	Action
Telephony Service	Analog Service			1.00	
Analog Set-Type	100990 – AS027R – PHONE,ANALOG,DESK,8110A01D,BL.	☑		1.00	
Directory Listing	None			1.00	

Additional Products

b. Select a type of Analog Set-Type from the Additional Product column.
  i. Indicate if the set-type is COE (Customer Owned Equipment) or if the set-type needs to be provided by Spirit.
c. Select a type of Directory Listing from the Additional Product column.
  i. Choosing any selection other than "None" will require you to complete the Directory Listing Product Details.
d. To add more "Additional Products" from the "Categories*" pick-list values, click on the Plus [✚] Icon, such as
  i. Analog Additional Products
        a. Bridged Extension [Analog Service Only]
        b. Caller-ID [Analog Service Only]
  ii. Class of Restriction [COR]
  iii. Equipment:

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

  ii. Features
  i. Call Coverage Path
  ii. Call Pickup
  iii. Hunt Group
  iv. Intercom Group
  v. Stutter Tone
  iii. Software – EC500 Forward to Cellular
  iv. Software – Voice Mail

[Back to MACD-Action Template]

2.4.6.2 Category: Telephony Service: "Add" Analog Service – Fax-Modem, Etc.

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
- a. Select "Analog Service – Fax-Modem, Etc." from the "Additional Product*" pick-list values.
- b. Choose a Directory Listing
    - i. Choosing any selection other than "None" will require you to complete the Directory Listing Product Details.

- c. Class of Restriction [COR] [Optional]
- d. Equipment:

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

- a. Features:
    - i. Call Coverage Path
    - ii. Call Pickup
    - iii. Hunt Group
    - iv. Stutter Tone
    - v. Intercom Group
- b. Software - Voice Mail

[Back to MACD-Action Template]

2.4.6.3 Category: Telephony Service: "Add" Digital Service

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
  a. Select "Digital Service" from the "Additional Product*" pick-list values
  b. Digital Set-Type [Required] will automatically display in the second row
      i. Select if the Set-Type is COE and configure the Set-Type by clicking on the Details icon.
  c. Directory Listing Category will automatically display in the third row
      i. Choosing any selection other than "None" will require you to complete the Directory Listing Product Details.
  d. Optional Categories available for selection for Digital Service:
  a. Equipment:

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

  b. Features [Optional]:
      i. Call Coverage Path   iii. Intercom Group
      ii. Call Pickup
      iv. Hunt Group
      v. Stutter Tone
  c. Software - Voice Mail [Optional]
      i. Only one (1) Voice Mail Type is allowed per Number / Service Product
  d. Software - EC500 X-Mobile – Forward to Cellular [Optional]

[Back to MACD-Action Template]

2.4.6.4 Category: Telephony Service: "Add" Ring-Down Service

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
  a. Select "Ring-Down Service" from the "Additional Product*" pick-list values
  b. Select the Details Icon and input the telephone number desired to receive the ring-down and select "Save".

[Back to MACD-Action Template]

2.4.6.5 Category: Telephony Service: "Add" Soft Number

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
- a. Select "Soft Number" from the "Additional Product*" pick-list values
- b. For any special notes regarding the Soft Number, select the Details icon and input in the Comments section and select Save.

[Back to MACD-Action Template]

2.4.6.6 Category: Telephony Service: "Add" Student Analog Service

Step 1: In the "Service Products Summary" groupings sub-section "Additional Products"
- a. Select "Student Analog Service" from the "Additional Product*" pick-list values

- b. Select a type of Analog Set-Type from the Additional Product column.
  - i. Indicate if the set-type is COE (Customer Owned Equipment) or if the set-type needs to be provided by Spirit.
- c. Select a type of Directory Listing from the Additional Product column.
  - i. Choosing any selection other than "None" will require you to complete the Directory Listing Product Details.
- d. To add more "Additional Products" from the "**Categories***" pick-list values, click on the Plus [ ] Icon, such as
  - i. Analog Additional Products
    - a. Bridged Extension [Analog Service Only]
    - b. Caller-ID [Analog Service Only]
  - ii. Class of Restriction [COR]
  - iii. Equipment:

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

        iv. [Features](#)
             a. Call Coverage Path
             b. Call Pickup
             c. Hunt Group
             d. Intercom Group
             e. Stutter Tone
       v. [Software – EC500 Forward to Cellular](#)
       vi. [Software – Voice Mail](#)

[Back to MACD-Action Template]

2.4.6.7 Category: Analog Additional Products

Step 1: In the "Additional Products" grouping, click on the Plus [**+**] Icon to add another row.
Step 2: In the "Category*" column, select "Analog Additional Product" from the pick-list values.

Additional Products

Category*	Additional Product*	COE	Details	Quantity	Action
Telephony Service	Select			1.00	
	Bridged Extension 1				
Analog Set-Type	Bridged Extension 2	☑		1.00	
	Bridged Extension 3				
Directory Listing	Bridged Extension 4			1.00	
	Caller-ID				
Additional Product	Select				**+**

2.4.6.7.1 Analog Additional Product - Bridged Extension

*Bridged Extension – Requires an Analog [Port] Service on the 1st Bridge. An Analog Bridged Extension is the programming of a single extension to ring multiple phones in more than one physical location.

Step 1: Click on the drop-down arrow under Additional Products and select Bridged Extension 1.

Step 2: Click on the Details icon [ ] to access the pop-up, "Bridged Service Additional Details"

Step 3 a. Enter the Floor*

Step 3 b. Enter the Room Number*

Step 3 c. Enter the Jack Number [Optional].

Step 3 d: Click on "Save" Button

If you wish to have more than one Bridged Extension, perform Steps 8 through 10 above again. However, you may not have more than 4 Bridged Extensions.

[Back to MACD-Action Template]

2.4.6.7.2 Analog Additional Product - Caller-ID

Caller-ID [Legacy PBX Term used "Analog with Caller-ID"] allows a person receiving a phone call to see who is calling before answering the phone. The caller's telephone number and/or

name are displayed either on your phone (if your phone has a display feature) or on a display unit that you must buy separately. The number and/or name appear after the first ring.

Step 1: Select "Create Service Orders" and pick "Change" from the "Service Request Type" dropdown.
Step 2: Search on and select a Subscriber (New or Existing). Note: "Account and Site Location" information will auto-populate.
Step 3: At bottom of Additional Product grouping select the Plus [✚] to add a new row.
Step 4: Under "Category" select "Analog with Caller-ID Set-Type"
Step 5: Under "Additional Product" select the appropriate Set-Type. If the desired Set-Type is not listed and is Customer Owned, **select any** Set-Type and indicate if COE. If the desired Set-Type is not listed and needs to be provided, contact the DSIT Supply Manager.
Step 6: Indicate quantity as needed.

Step 7: Click the Plus [✚] to add a new row.
Step 8: Under "Category" select "Analog Additional Product".
Step 9: In the Additional Product column select "Caller-ID" from the pick-list values.
Step 10: Select "Save"

[Back to MACD-Action Template]

2.4.6.8 Category: Analog Set-Type

To add an Analog Set-Type to existing Analog Service:

Step 1: Select "Create Service Orders" and pick "Change" from the "Service Request Type" dropdown.
Step 2: Search on and select a Subscriber (New or Existing). Note: "Account and Site Location" information will auto-populate.

Step 4: At bottom of Additional Product grouping select the Plus [✚] to add a new row.
Step 5: Under "Category" select "Analog Set-Type".
Step 6: Select the desired Set-Type under "Additional Product".
Step 7: Indicate if the Set-Type is COE.
  - **Customer Owned Equipment** [**COE**]. If you will be providing the piece of equipment click on the check-box "Yes" indicating this fact. If you wish Spirit to provide the Equipment, select "No".
Step 8: Select "Save"

[Back to MACD-Action Template]

2.4.6.9 Category: Class of Restriction [COR]

The Telephone Coordinator may request a specific Class of Restriction (COR). The class of restriction (COR) defines calling privileges. The following options are available for Class of Restrictions.

Allow Incoming Calls Only - With incoming calls-only, you will not be able to make calls using your landline, though you will be able to receive calls.

Allow Local Calls Only - Prevents your telephone line from making calls outside the local area.

Allow Long Distance – Allows your telephone line to make calls outside of your local calling area (with the exception of International calls)

Allow Long Distance with International – Allows your telephone line to make calls to International calling areas.

Allow On-Net Calling Only – Allows your telephone line to use five-digit dialing within any agency using the same service.

Allow Outgoing Only – Prevents telephone line from receiving call and only allows calls to be placed.

Service Observe – For contact centers only. Allows a designated user to monitor active calls in a call center.

Other – For a service that is not listed, select Other from the drop-down, then the Details icon and input the instructions in the Additional Product Value field.

[Back to MACD-Action Template]

2.4.6.10 Category*: "Add" Features

Step 1: In the "Additional Products" grouping, Click on the Plus [+] Icon to add another row
Step 2: In the "Category*" column, select "Features" from the pick-list values.

[Back to MACD-Action Template]

2.4.6.10.1 Call Coverage Path

Call Coverage Path defines the path where incoming calls go if they are not answered and in what way they will be routed. An extension can have up to 6 alternate answering points.

Step 1: In the "Additional Product*" column, select "Call Coverage Path" from the pick-list values

Step 2: In the "Details" column, click on the Details icon [ ] to access the pop-up "Coverage Path Details" and provide the details for Call Coverage Path: (Ex. Cover to extension X-XXXX after 3 rings);

    a) Number of Rings* [required]
    b) Telephone Number [required to have either Telephone Number or Name]
    c) Name [required to have either Telephone Number or Name]

Step 3: Select "Save" at the bottom of the Pop-Up to "Save" the details.

[Back to MACD-Action Template]

2.4.6.10.2 Call Pickup

Call Pickup allows users to answer incoming calls for another extension in the assigned pickup group.

Step 1: In the "Additional Product*" column, select "Call Pickup" from the pick-list values

Step 2: In the "Details" column, click on the Details icon [ ] to access the pop-up "Call Pickup Details." To add to an Existing Group, provide the 10-digit number of one of the extensions in the group. For a new call pickup group, provide the telephone number of each Subscriber to be placed in the pickup group. To add additional numbers click on the Plus [ ].

Step 3: Select "Save" at the bottom of the Pop-Up to "Save" the details.

[Back to MACD-Action Template]

2.4.6.10.3 Coverage Answer Group

A Coverage Answer Group can have up to eight members. When a call is redirected to a Coverage Answer Group, all voice terminals in the group ring simultaneously. Anyone in the group can answer the call.

Step 1: On an Add, Change, or Move order, use the Special Instructions to indicate that a Coverage Answer Group is needed.
Step 2: Provide all Service Numbers associated with the Coverage Answer Group (up to eight).
Step 3: Select "Save".

2.4.6.10.4 Hunt Group
Use Hunt Group to set up a group of extensions that can handle multiple calls to a single telephone extension. The system hunts for an available extension and connects a call to that group.

Step 1: In the "Additional Product*" column, select "Hunt Group" from the pick-list values

Step 2: In the "Details" column, click on the Detail icon [📋] to access the pop-up "Hunt Group Details" and provide the required details:
   a) Name
   b) 10-Digit Telephone Number

Step 3: To "Add" more individuals / telephone numbers to the Hunt Group click on the Plus []
Icon. SOMS will automatically add another row. You will continue to enter the Name* and
Telephone Number* until you have entered all of the Telephone Numbers necessary.
Step 4: Select "Save" at the bottom of the Pop-Up to "Save" the details.

[Back to MACD-Action Template]

2.4.6.10.5 Stutter Tone

Stutter Tone may be used to indicate a Voice Mail message is waiting. This feature is for
analog phones only.

Step 1: In the "Additional Product*" column, select "Stutter Tone" from the pick-list values

Note: A voice mail box is required to submit an order with Stutter Tone.

[Back to MACD-Action Template]

2.4.6.10.6 Intercom Group

Use the Intercom feature to administer a button that calls a predefined extension when the
button is pressed. You can also use Intercom feature to allow one user to call another user in a
predefined group just by pressing a couple of buttons.

Step 1: In the "Additional Product*" column, select "Intercom Group" from the pick-list values.
Step 2: Select the Details icon. Depending on if the Intercom Group is New or Existing, provide the numbers for the group. Click on the Plus [+] Icon for additional numbers.
Step 3: Select "Save".

Existing Group?	Telephone Number		Name	Action
Yes - Existing	Provide 10 digit number(s) for the existing group.			
1		and / or		+
No - New	Provide 10 digit number(s) for the new group.			
1		and / or		+
		Save Cancel		

2.4.6.11 Category*: Software - Voice Mail

Step 1: After selecting a Telephony Service, click on the Plus [+] Icon. SOMS will automatically add another row.
Step 2: Select "Software – Voice Mail" from the "Category" column.
Step 3: Select the desired Voice Mail type from the "Additional Product" column.
Step 4: Select the Details icon and fill in "Zero "0" Outpoint" with the desired 10-digit number. Enter "N/A" if not applicable.
Step 5: Select "Save".
Note: Input not needed for Temporary Voice Mail Password as Spirit will provide this. Please use the Comments field for additional information.

[Back to MACD-Action Template]

2.4.6.12 Category*: Software - EC500 X-Mobile - Forward to Cellular

The "Forward to Cellular" product allows Subscribers to receive their incoming calls simultaneously on their cell phone and desktop set.

Step 1: In the "Category*" column, select "Software – EC500 Forward to Cellular" from the pick-list values.
Step 2: Additional Product will auto-populate with "EC-500 X-Mobile"
Step 3: Click on Details icon [📄] and the Forward to Cellular Details Pop-Up will display.
Step 4: Enter 10-digit Cellular Telephone Number.

Step 5: Click "Save."

[Back to MACD-Action Template]

2.5 Service Request Type: Change [B-Level Services]

2.5.1 Service Number

To effectively change a Service Number a user must submit two Service Requests: a Delete order and an Add order. This will remove the Service Number and all service products associated with the number and then add all service products back under the new Service Number.

Delete Order
Step 1: Select "Create Service Orders".
Step 2: Select "Delete" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: If the Subscriber has multiple Service Products, select the Service Product you wish to change under the "Service Products Summary".
Step 5: Click the "Remove Indicator" button.
Step 6: In Special Instructions, indicate that the order is part of a Service Number change.
Step 7: Be sure to record the current services provisioned as you will need to replicate these in the ensuing Add order.
Step 8: Click "Save". Record the "Order Number" and "Service Request Number".

Add Order
Step 1: At the bottom of the page select "New Service Request".
Step 2: Select "Add" from the "Service Request Type" pick-list.
Step 3: Enter the "First Name" and "Last Name of the Subscriber". Do not Search on this.
Step 4: Enter "Account and Site Location".
Step 5: Add the appropriate services back.
Step 6: In "Special Instructions", indicate that the order is part of a "Service Number" change. Reference the "Order Number" and "Service Request Number" from the prior "Delete" order.
Step 7: Click "Save".

2.5.2 Subscriber Name

2.5.2.1 Correct Subscriber Name

Step 1: To make a correction to a Subscriber's name (legal name change, misspelling, etc.) search by Service Number, First Name, or Last Name and select the Service Number of the Subscriber you wish to move.
Step 2: Click "Correct Subscriber Name" and enter desired First Name and Last Name.
Step 3: Click "Save".

2.5.2.2 Change to New Subscriber

Step 1: To transfer services from an existing billable Subscriber to a new Subscriber ID, first search by Service Number, First Name, or Last Name and select the Service Number of the Subscriber you wish to move.
Step 2: Enter the desired First Name and Last Name below "New Subscriber." This is similar to Correct Subscriber Name; however, Change to New Subscriber creates a new Subscriber ID. This may be appropriate for billing purposes.
Step 3: Click "Save".

2.5.2.3 Change to Existing Subscriber

Step 1: To disconnect all the services of one Subscriber and move them to an Existing Subscriber in the same department, first search by Service Number, First Name, or Last Name and select the Service Number of the Subscriber you wish to move.
Step 2: After selecting a Subscriber, search by First Name, Last Name, or Subscriber ID of Existing Subscriber.
Step 3: Click "Save".

2.5.3 Change Department Number

Step 1: Select "Create Service Orders"
Step 2: Department Number can be changed in a "Change" or "Move" order.
Step 3: Select the Subscriber by searching on Service Number, First Name, or Last Name.
Step 4: Select "Yes" next to "Change Department?"

Step 5: Input the new Department by searching on Department Number, Department Name, Division Name, or Account Number.
Step 6: Select "Save".

2.5.4 Change Telephony Service

2.5.4.1 Change From Analog Service to Another Telephony Service

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products section click on the empty Check-Box in the "Remove Indicator" Column for the "Additional Product*," "Analog Service".
Step 5: Click on the Plus [➕] Icon. SOMS will automatically add another row.
Step 6: Select a "Category" of "Telephony Service," then the Service of your choice:

- a. Analog Service – Fax-Modem, Etc.
  - i. Follow steps above.
  - ii. Select "Analog Service – Fax-Modem, Etc." and select Save.
- b. Digital Service
  - i. Follow steps above.
  - ii. Select "Digital Service" and then click on the Plus [➕] Icon.
  - iii. Select the Category "Digital Set-Type" and choose the desired "Additional Product".
  - iv. Indicate if COE and select the Details icon to configure the set-type.
  - v. Select Save.

a. Ring-Down Service
    i. Follow steps above
    ii. Select "Ring-Down Service" from "Additional Products".
    iii. Click the Details icon and indicate service number to route Ring-Down to.
    iv. Select "Save".

b. Student Analog Service
    i. Follow steps above.
    ii. Select "Student Analog Service" from "Additional Products"
    iii. Select Save.

c. Soft Number
    i. Follow steps above
    ii. Select "Soft Number" from "Additional Products".
    iii. If you wish to provide additional instructions, click the Details icon and input comments. This is not required.
    iv. Select "Save".

2.5.4.2 Change From Digital Service to Another Telephony Service

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products section click on the empty Check-Box in the "Remove Indicator" Column for the "Additional Product*," "Analog Service".
Step 5: Click on the Plus [➕] Icon. SOMS will automatically add another row.
Step 6: Select a "Category" of "Telephony Service," then the Service of your choice:

Service Products Summary

Service Product(s)*	Floor*	Room/Suite*	Number	Remove Indicator
Telephony Service	1	33	803-935-7483	☐

Additional Products

Category*	Additional Product*	COE	Details	Quantity	Remove Indicator	Action
Telephony Service	Digital Service			1.00	☑	
Digital Set-Type	101061 – DS059R – PHONE,DIGITAL,8510T,BLACK,REFURI	☑	📋	1.00	☑	
Telephony Service	Analog Service			1.00		🗑
Analog Set-Type	100989 – AS053 – PHONE,ANALOG,DESK,8102M,BLACK	☑		1.00		➕ 🗑

    a. Analog Service
       i. Follow steps above
       ii. Select "Analog Set-Type", desired "Additional Product" and indicate if COE.
       iii. Add Analog Set-Type
    a. Analog Service – Fax-Modem, Etc.
       i. Follow steps above
       ii. Add Analog Service – Fax-Modem, Etc.
    b. Ring-Down Service
       i. Follow steps above
       ii. Add Ring-Down Service
       iii. Click the Details icon and indicate service number to route Ring-Down to.
       iv. Select "Save".
    c. Soft Number
       i. Follow steps above
       ii. Select Soft Number from Additional Products.
       iii. Use the Details icon to indicate any additional notes regarding the Soft Number.
       iv. Select "Save".

Additional Products

Category*	Additional Product*	COE	Details*	Trans Details*	Quantity	Remove Indicator	Action
Telephony Service	Digital Service				1.00	☑	
Digital Set-Type	101046 - DS027R - PHONE,DIGITAL,7406D07A,BLACK,REFU	◉ Yes ○ No	📄		1.00	☑	
Software - Voice Mail	VM0001 - VOICE MAIL - MSG BOX - BASIC (15/1:30)		📄		1.00	☐	
Special Unique Items	MHOLD MUSIC/MESSAGE ON HOLD	◉ Yes ○ No			1.00	☐	
Telephony Service	Soft Number		📄		1.00		➕

       d. <u>Student Analog Service</u>
           i. Follow steps above
          ii. Select "Student Analog Service" in Additional Product.
         iii. Select "Analog Set-Type", desired "Additional Product" and indicate if COE.
         iv. Select "Save".

[<u>Back to MACD-Action Template</u>]

2.5.4.3 Change From Soft Number to Another Telephony Service
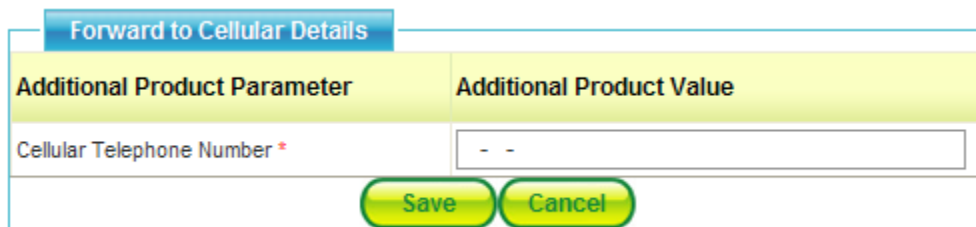
Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products section click on the empty Check-Box in the "Remove Indicator" Column for the "Additional Product*," "Soft Number"
Step 5: Click on the Plus [➕] Icon. SOMS will automatically add another row.
Step 6: Select a "Category" of "Telephony Service," then the Service of your choice:
       a. <u>Analog Service</u>
           i. Follow steps above
          ii. Select "Analog Set-Type", desired "Additional Product" and indicate if COE.
         iii. Add Analog Set-Type
       b. <u>Analog Service – Fax-Modem, Etc</u>.
          vi. Follow steps above.
         vii. Select "Analog Service – Fax-Modem, Etc." and select Save.
       c. <u>Digital Service</u>
         viii. Follow steps above.
         ix. Select "Digital Service" and then click on the Plus [➕] Icon.
         x. Select the Category "Digital Set-Type" and choose the desired "Additional Product".

xi.   Indicate if COE and select the Details icon to configure the set-type.

xii.   Select Save.

    d. Ring-Down Service

      v.   Follow steps above

      vi.   Select "Ring-Down Service" from "Additional Products".

      vii.   Click the Details icon and indicate service number to route Ring-Down to.

      viii.   Select "Save".

    e. Student Analog Service

      iv.   Follow steps above.

      v.   Select "Student Analog Service" from "Additional Products"

      vi.   Select Save.

2.5.5 Change Digital Set Type Configuration

Step 1: Click on the Details icon in the "Digital Set-Type" row.\

Step 2: Change button layout as needed and select "Save".

Step 3: Select "Save" and "Submit".

[Back to MACD-Action Template]

2.5.6 Change Additional Products

2.5.5.1 Add Caller-ID to Existing Service

Note: Caller-ID may not be added to Digital Service Product, Ring-Down Service, or Soft Number.

Step 1: In the Service Product Summary, locate the last row, Click on the Plus [+] Icon. SOMS will automatically add another row.

Step 2: In the Category*" column, select "Additional Products," select "Caller-ID" from the pick-list values

[Back to MACD-Action Template]

2.5.5.2 Add / Remove Bridged Extension to Existing Analog Service

Add Bridged Extension to an Existing Analog Service

Step 1: Select "Create Service Orders".

Step 2: Select "Change" from the "Service Request Type" pick-list.

Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.

Step 4: In the Additional Products grouping, locate the last row, Click on the Plus [✚] Icon. SOMS will automatically add another row.

Step 5: In the "Category*" column, select "Analog Additional Products," select desired "Bridged Extension" from the pick-list values

Step 6: Click on the Details icon [📄] to access the pop-up, "Bridged Service Additional Details," enter the Floor*, Room Number*, and Jack Number*.

If you wish to have more than one Bridged Extension, perform these 3 steps above again. However, you may not have more than 4 Bridged Extensions.

Remove or Delete a Bridged Extension from an Existing Analog Service

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products grouping, locate the Bridged Extension row you wish to "Delete / Remove," Click on the empty checkbox [☐] indicator in the "Remove Indicator" column.

2.5.7 Change or Add EC500 Forward to Cellular to Existing Digital Service

Add EC500 Forward to Cellular to Existing Digital Service

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products grouping, locate the last row, Click on the Plus [+] Icon. SOMS will automatically add another row.
Step 5: Add Category: Software – EC500 Forward to Cellular; Add Additional Product: "EC-500 X-Mobile"

Step 6: Click on Details icon [ ], Forward to Cellular Details Pop-Up displays, Enter 10-digit Cellular Telephone Number
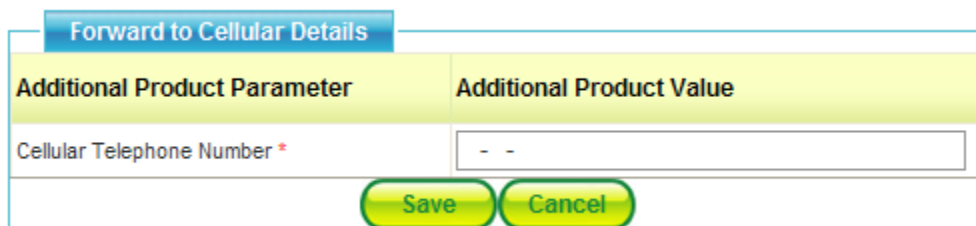
Forward to Cellular Details	
Additional Product Parameter	**Additional Product Value**
Cellular Telephone Number *	- -
	Save Cancel

Step 7: Click "Save"

Change the Cell Phone Number of the EC500 Forward to Cellular to Existing Digital Service
Step 1: In the Additional Product grouping, locate the row that has the EC500 Forward to Cellular

Step 2: Click on Details icon [ ], Forward to Cellular Details Pop-Up displays, Enter 10-digit Cellular Telephone Number

Forward to Cellular Details	
Additional Product Parameter	**Additional Product Value**
Cellular Telephone Number *	- -
	Save Cancel

Step 3: Clear out the Additional Product Value of the "Cellular Telephone Number*, and enter the correct Cellular Telephone Number.
Step 4: Click "Save"

2.5.8 Change Features

2.5.7.1 Change Call Coverage Path

Change the Call Coverage Path defining the path where incoming calls go if they are not answered and in what order they reroute to other locations; an extension can have up to 6 alternate answering points.

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the Additional Products Summary, locate the row for "Call Coverage Path"

Step 5: Click on the Details icon [ ] to access the pop-up, "Coverage Path Details"

Edit "Call Coverage Path" details
Step 1: Make changes to "Number of Rings", "Telephone Number", or "Name" as needed.
Step 2: Select "Save".
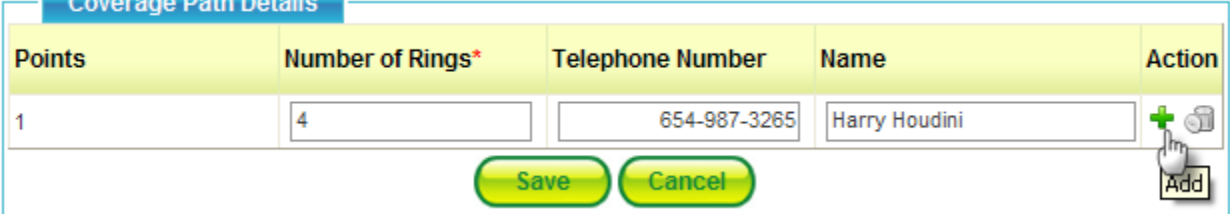
Add another "Call Coverage Path" point
Step 1: Click on the Plus [ ] Icon. SOMS will automatically add another row.
Step 2: Type in the "Number of Rings*," "Telephone Number," and "Name," either
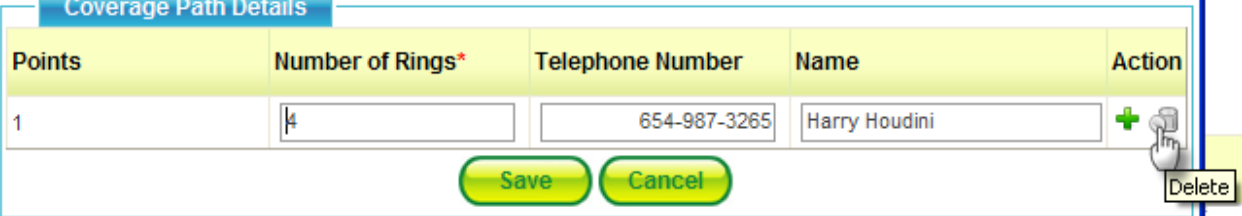
Step 3: Click on "Save," if you have "added" all of the new "Call Coverage Paths" necessary, or repeat this steps again, or
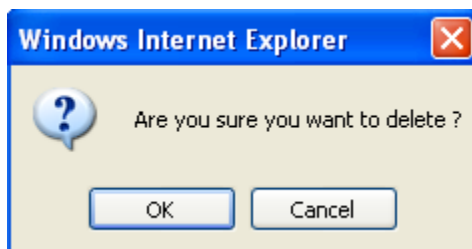
Delete an existing "Call Coverage Path"
Step 1: Click on the Trashcan [ ] Icon. SOMS will automatically display a confirmation pop-up question.
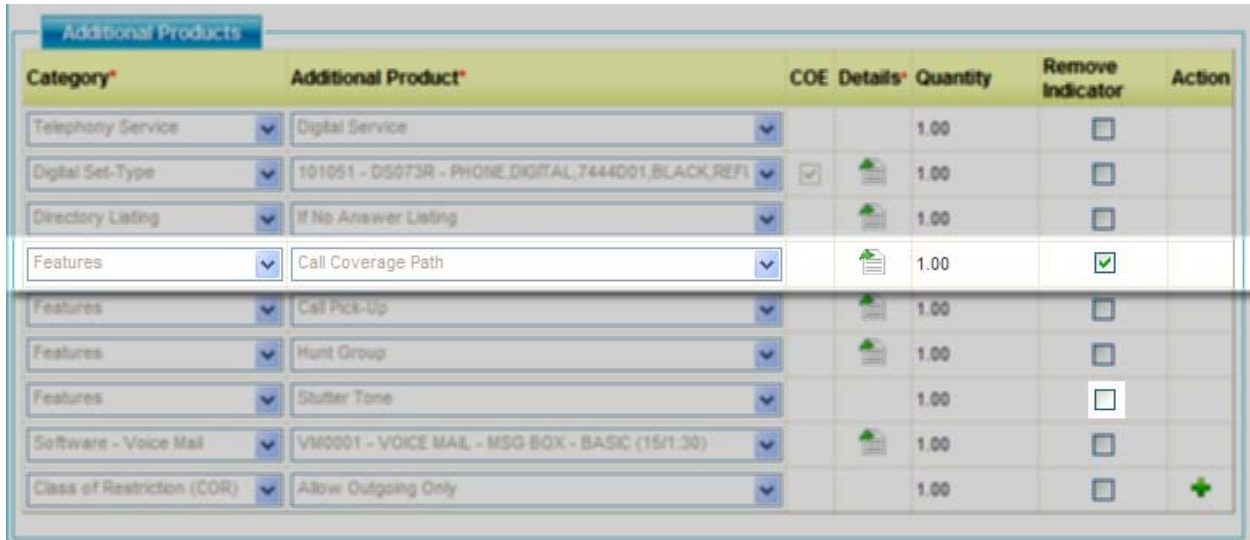
Step 2: Click "OK," for "Yes," or "Cancel" for "No."

Remove the "Call Coverage Path" feature

Step 1: In the "Additional Products" grouping, click on the empty check-box to place a "check-mark" in the box, indicating to "Remove" this Feature.

Step 2: Select "Save".

[Back to MACD-Action Template]

2.5.7.2 Change Call Pickup

Changes to Call Pickup allow you to change the Phone Number that you can collect a call from in the same pickup group as you.

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: Click the Details icon next to "Call Pickup" in the "Additional Products" grouping.

To edit current information
Step 1: Make necessary changes to "Telephone Number," and / or "Name"
Step 2: Select "Save".

To add a Call Pickup

Step 1: Select Plus [ ] Icon.
Step 2: Input 10-digit number and/or Name.
Step 3: Click on "Save" after adding all of the new "Call Pickup" necessary.

Delete an existing "Call Pickup"

Step 1: Click on the Trashcan [ ] Icon. SOMS will automatically display a confirmation pop-up question.

Step 2: Click "OK," for "Yes," or "Cancel" for "No."

Remove the "Call Pickup" Feature
Step 1: In the "Additional Products" grouping, click on the empty check-box to place a "check-mark" in the box, indicating to "Remove" this Feature.

Step 2: Select "Save".

2.5.7.3 Change Hunt Group

Change the Hunt Group provides the Telephone Coordinator the ability to assign "Add" or "Delete" any number of extensions to a Hunt Group. The Telephone Coordinator can also "Remove or Delete" "Hunt Group" completely. Incoming calls searches or "hunts" for the first available extension. Extensions can be in more than one hunt group.

Step 1: In the "**Additional Product***" column, select "**Hunt Group**" from the pick-list values

Step 2: In the "**Details**" column, click on the Details icon [📋] to access the pop-up "**Hunt Group Details**" and provide the details:

1. Name
2. Telephone Number

Edit current information
Step 1: Make changes to "Name" or "Telephone Number" as needed.
Step 2: Select "Save".

"Add" another "Individual" / "Telephone Number" to the existing "Hunt Group"
Step 1: To "Add" more individuals / telephone numbers to the "Hunt Group," click on the Plus [
] Icon. SOMS will automatically add another row.
Step 2: Enter the Name* and Telephone Number* until you have entered all of the Telephone
Numbers necessary.
Step 3: Select "Save".

"Delete" or "Remove" an "Individual" / "Telephone Number" to the existing "Hunt Group"
Step 1: If you have entered an individual / telephone numbers to the "Hunt Group" in error or the
Telephone Number no longer exists, etc., then click on the Trashcan [ ] Icon. SOMS will
automatically display a confirmation pop-up question.
Step 1: Click "OK," for "Yes," or "Cancel" for "No."
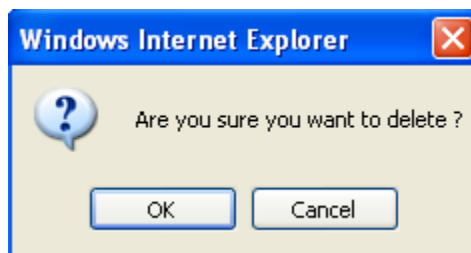
Step 2: Select "Save".

Remove the Hunt Group feature
Step 1: In the "Additional Products" grouping, click on the empty check-box to place a "check-mark" in the box, indicating to "Remove" this Feature.
Step 2: Select "Save".

[Back to MACD-Action Template]

2.5.9 Change Voice Mail, Add or Remove Voice Mail

2.5.8.1 Change/Move Voice Mail Box

Step 1: Select "Create Service Orders".
Step 2: Select "Change" from the "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: In the "Additional Products" grouping, click the Details icon in the "Software – Voice Mail" row.

Step 5: Enter 7-digit Service Number to where the Voice Mail Box will be moving in the "Move Voice Mail Box to" field.

Step 6: Select "Save".

2.5.8.2 Reset Voice Mail Box Password

Create a Service Request Type for a Change. In Service Products Summary, in Additional Products, select the Details icon next to the Voice Mail product. Select the box next to "Reset Voicemail (Y/N)" and Save. The Voice Mail password will be reset to the seven-digit Service Number.

[Back to MACD-Action Template]

2.5.10 Reserve/Unreserve Telephony Service

Reserve
Step 1: Select "Create Service Orders"
Step 2: Select "Change" from "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: Select Plus [+] Icon under Additional Products to add a new row.
Step 5: Select Telephony Service under "Category".
Step 6: Depending on Digital or Analog Service, select to "Reserve Digital Service Number" or "Reserve Analog Service Number".
Step 7: Select "Save".

Unreserve
Step 1: Select "Create Service Orders"
Step 2: Select "Change" from "Service Request Type" pick-list.
Step 3: Search for a Subscriber on Service Number, First Name, or Last Name. Click on desired Subscriber ID. This will auto-populate the "Account and Site Location" field.
Step 4: Select Plus [+] icon under Additional Products to add a new row.
Step 5: Select Telephony Service under "Category".
Step 6: Select desired Telephony Service from "Additional Product" pick-list.

Step 7: Select "Save".

2.6 Service Request Type: Move

2.6.1 Existing Telephony Service

Step 1: Select "Create Service Orders".
Step 2: Choose "Move," from the Service Request Type pick-list values.
Step 3: Input "Subscriber Information". You may search on Service Number, First Name, Last Name, or Service Number. Note: SOMS automatically retrieves the "Account and Site Location" information.
Step 4: Input the site location the service is being moved to. You can search on Building Number, Building Name, Address, City, State, or ZIP+4.
Step 5: Under "Service Product Summary" indicate the new Floor* and new Room/Suite* where the service will be moving to. Users can move:
          a) Analog Service
          b) Analog Service – Fax-Modem, Etc.
          c) Digital Service

    d) Ring-Down Service
    e) Student Analog Service

2.6.2 Records Only

To only update the location record of a Service Number, use the "Records Only" box in the "Account and Site Location" grouping. A technician will not be dispatched.

Step 1: Select "Create Service Orders".
Step 2: Choose "Move," from the Service Request Type pick-list values.
Step 3: Input "Subscriber Information". You may search on Service Number, First Name, Last Name, or Service Number. Note: SOMS automatically retrieves the "Account and Site Location" information.
Step 4: Input the site location the service is being moved to. You can search on Building Number, Building Name, Address, City, State, or ZIP+4.
Step 5: Under "Service Product Summary" indicate the new Floor* and new Room/Suite* where the service will be moving to.
Step 6: Under "Account and Site Location" check the "Records Only" box in the upper right hand corner of the "Account and Site Location" grouping.

Step 7: Select "Save".

2.7 Service Request Type: Delete

Step 1: Select "Create Service Orders"
Step 2: Choose "Delete," from the Service Request Type pick-list values
Step 3: Input "Subscriber Information". You may search on Service Number, First Name, Last Name, or Subscriber ID. Note: SOMS automatically retrieves the "Account and Site Location" information.
Step 4: Click the Check-Box in the "Remove Indicator" column to indicate the "Service Product" you wish to have "Deleted". Users can delete:
    a. Analog Service
    b. Analog Service – Fax-Modem, Etc.
    c. Digital Service
    d. Ring-Down Service
    e. Soft Number
    f. Student Analog Service
Step 5: Click "Save".

[Back to MACD-Action Template]

2.8 "Create Non-Service Orders"

For orders unrelated to a specific Subscriber, use "Create Non-Service Order." This should be utilized for ordering a technician or provisioning inventory not assigned to a user.

To order a single Cable Pull on an Add, Move, or Change order, indicate so in the "Special Instructions" field at the bottom of the web page. In the future there will be a Category for Cable Pull.

To order multiple Cable Pulls, please follow the instructions below.

2.8.1 Cable Pull

Step 1: Select "Create Non-Service Orders".
Step 2: Search on and select appropriate "Account and Site Information".
Step 3: Select "**Cable Pull**" from the "**Products**" pick-list values. Then indicate the desired Floor and Room/Suite of the Cable Pull.
Note: You do not need to address selecting Additional Products.
Step 4: Indicate additional details in the "Special Instructions" field.
Step 5: Select "Save".

2.8.2 Add Equipment

Step 1: Select "Create Non-Service Orders".
Step 2: Search on and select appropriate "Account and Site Information".
Step 2: In the "**Service Products Summary**" grouping, select "**Equipment**" from the "**Service Products**" pick-list values
Step 3: Choose the appropriate "Category" of Equipment from the following pick-list values:

Accessories	Hand-Sets
Adaptors	HeadSets
Analog Set-Type	Line-Cord Mounts
Audio Conferencing	Module
Batteries	Paging
Cord Patches	Phone Jacks
Covers	Power Supplies
Designation Strips	Raceways
Digital Set-Type	Shoulder Rests
DSIT Labor	Special Unique Items
Faceplates	Spirit Labor
Fittings	Surface Mounts
Hand-Set Cords	Wire

Step 4: Choose the appropriate "Additional Product".

Step 5: Indicate quantity as needed.

Step 6: Please provide delivery method in the "Special Instructions" field. Please indicate one of the following methods:

1) IMS – Internal Mail System. Physical address required.
2) Customer pick up.
3) Tech delivery

Step 7: Select "Save".

Customer Owned Equipment (COE)

An un-checked checkbox indicates that Spirit Telecom will provide equipment from inventory. Telephone coordinators can also utilize "Create Non-Service Orders" to provision equipment for inventory and other uses. Equipment ordered in "Create Non-Service Orders" is not assigned to a Subscriber.

[Back to MACD-Action Template]

3. FUNCTION BUTTONS AND ACTION ICONS

3.1 Function Buttons

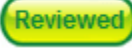|	
Login	
Search	This button is used to execute the Search Function in SOMS; Located numerous times throughout the application; Search Service Orders screen, Service Number / Subscriber Search Panel, Account – Department Search Panel, Site Location Search Panel, etc.
Clear	By clicking on this button, SOMS will initialize all fields that have been entered if the "Save" function has not been utilized. If the "Save" function has been executed, the clear button will initialize all data entered after the "Save" function has been completed. Located: Search Service Orders screen, Create Service Orders – Order Form screen, Service Number / Subscriber Search Panel, Account – Department Search Panel, Site Location Search Panel, etc.
Save	The "Save" Function button will commit the field data entry to the database and SOMS will retain the data entered until data is changed and "Saved" again.
Submit Service Order	Clicking on the Submit Service Order will initiate SOMS to perform the Automatic Assignment to Translations functionality
Cancel Service Request	Cancel Service Request by the Telephone Coordinator can only be done before the order is submitted.
New Service Request	Click on the "New Service Request" button ans SOMS will present you with a blank Service Request Order Form for entry of a new request.
Back	Returns the User to the previous screen. The Back Button usually appears on a screen where data only displays and cannot be entered or saved.
Cancel	Returns the User to the previous screen. The Cancel Button usually appears on a screen where data can be entered and the User wishes that the data entered is not saved and the User is returned to the previous screen.
Change Password	After you have entered in your current password and then you have typed in the New Password twice, once in the New Password Field, then again in the "Confirm Password" field, when you click on the "Change Password" Button, SOMS will clear the old password and save the new.
Print	User can click on the "Print" Function button and the document will be sent to the selected printer.
Reviewed	The Reviewed button functions similarly to the "Save" button. When the User has reviewed information present on the screen, the User indicates that data has been reviewed by clicking in the empty check-box and changing the indicator from blank to checked indicating that the data has been reviewed. When the User clicks on the "Reviewed" button, SOMS saves the indicators and updates the database to reflect the items reviewed by the User.
Home	Navigates the User from the screen the Button appears on to the SOMS "Home" screen.

3.2 Action Icons

An *icon* is a small picture or symbol on a *graphical user interface* (GUI) that represents a program (or command), file, directory (also called a folder) or device (such as a hard disk or floppy). The mouse interacts with an icon in several ways. One is by the user clicking a button on the mouse when the mouse's cursor is positioned over the icon. This usually initiates some action.

Action Icon	Action Taken
📎	The "Paperclip" Icon is the industry standard icon used to communicate "Attachment." A file attached to a Service Request as an enclosure. It sends as a duplicate of the original file, and is a superior alternative to faxing. It can be of any type of software file, and can be opened by the receiver if that person has the appropriate software to view the file attachment.

Action Icon	Action Taken
Print View	The "Printer" Icon will create a special version of the form—called a print view (view: A form-specific display setting that can be saved with a form template and applied to form data when the form is being filled out. Users can switch between views to choose the amount of data shown in the form.)—that is designed specifically for printing the form. Print View shows how your document will look once it is printed. It contains all elements of your document. User can click on the "Print" Function button and the document will be sent to the selected printer.
Search	This button is used to execute the Search Function in SOMS primarily from the Order Form screen; It will either execute a search if search criteria is present or navigate the user to the respective pop-up search panels for: Subscriber Information, Account and Site Location
+	When the user clicks on the "Plus" Icon, SOMS will automatically display another row for additional data input.
(trashcan)	The Trashcan Icon is used in SOMS to indicate that you wish to delete an item
(open book)	The open book image icon initiates a pop-up panel or screen for the user to enter "Special Instructions" for the Service Request.
(calendar)	It provides date-picking functionality with customizable date format in a popup control. You can interact with the calendar by clicking on a day to set the date, or todays date to set the current date. In addition, the left and right arrows can be used to move forward or back a month. By clicking on the title of the calendar you can change the view from Days in the current month, to Months in the current year. Another click will switch to Years in the current Decade. This action allows you to easily jump to dates in the past or the future from within the calendar control.
Export to Excel	The Microsoft [MS] Excel Iconaccompanied by the text "Export to Excel," when clicked, will initiate the exportation of data into a MS Excel Workbook [aka, spreadsheet]. The export process will export all data rows for multiple records for the respective "search criteria result-set," report, etc. for records created in "new" version of SOMS PBX.
(binoculars)	The Binocular Icon is used in SOMS to execute the "View Only" Function
(MS Excel icon)	The Microsoft [MS] Excel Icon, when clicked, will initiate the exportation of a single recorddata into a MS Excel Workbook [aka, spreadsheet]. Can be used for data entered prior to the "new" version of SOMS PBX.
(details icon)	The Details icon initiates a pop-up panel or screen for the user to enter "Additional Details" for the Service Product or Additional Product.
Audit Trail	Available for Spirit Users only.
(paper and pencil)	The Paper and Pencil Icon indicates that when clicked the User may edit fields and enter text into text fields where applicable.
⊙	Radio buttons are used as a selection control. Radio buttons are used to designate the selection or choice made from a small set of options. When an alternative is selected, the center of the circle is partially filled to provide a visual indication that it is the active choice.
○	Radio buttons are used as a selection control. Radio buttons are used to designate the selection or choice made from a small set of options. When an alternative is not selected, the center of the circle is not filled to provide a visual indication that it is not the active choice.
☐	Check-boxes are also used as a selection control. When an option is not selected (no), a check does not appear within the square box.
☑	Check-boxes are also used as a selection control. When an option is selected (yes), a check appears within the square box.
⏮ ◁ **1 2 3 4 5** ▷ ⏭	Pagination is the process of dividing web content and displaying it on separate pages. Pagination is used for such things as displaying a limited number of results on search engine results pages
⏮ ◁	You are at the beginning of the pages
▷ ⏭	You are at the end of the pages
◁	By clicking on the grayed arrowhead pointing left [◁], SOMS will navigate you to the previous page.
▷	By clicking on the grayed arrowhead pointing right [▷], SOMS will navigate you to the next page.
⏮ ◁ First	By clicking on the grayed line / arrowhead [First] you will be navigated to the First page of records.

Action Icon	Action Taken
Last	By clicking on the arrowhead / grayed line [Last] you will be navigated to the "Last" page of records.

4. DSIT SERVICE

4.1 Call Center Services

http://cio.sc.gov/productsandservices/callcentersrvcs.htm

Call Centers are an efficient method of distributing a large volume of calls or inquiries to a centralized point. A standardized, streamlined, uniform service for your customers, often a Call Center will improve your agency's operations and reduce costs.

Understand the Service

A Call Center is operated to administer incoming services support or information inquiries from your customers. Calls may be distributed evenly to agents or routed to different sets of agents based on criteria such as nature of the call or an agent's skill level. Call Centers support work force   planning   and   management.

Your Call Center agents can be closely monitored for quality control, level of proficiency and customer service through quality monitoring and reporting.

Reporting in a Call Center can be broken down into real time reporting and historical reporting. Data reported includes:

- Number of agents: logged in, ready to take calls, available to take calls and in wrap-up mode
- Average length of: call and wrap-up
- Number of calls: in queue, answered and abandoned
- Average speed to: answer and abandon
- Service level calculated by the percentage of calls

How Am I Billed?
Call Center services are billed via the Customer Care billing system using standard State processes.

4.2 EC500 Extension to Cellular

EC500 is a mobility solution that enables mobile personnel to receive their incoming calls simultaneously on their cell phone and desktop set. Please note: Calls answered on the cell phone uses cell minutes.

Understand the Service
Bridging your desktop set with your cell phone allows you to answer your call on your cell phone while you are away from your desk and, should you return to your office during the call, pick up the call from your desktop set and discontinue the cell phone call (stopping your cell minute usage).

Also, EC500 follows the desktop predefined coverage path eliminating the need to check both mailboxes for the same message.

How Am I Billed?
EC500 Extension to Cellular services are billed via the Customer Care billing system using standard State processes.

http://cio.sc.gov/productsandservices/ec500extension.htm

4.3 Telecommunications Equipment Catalog

It is the mission of the Division of the State Information Technology (DSIT) to connect people and information. The DSIT is pleased to provide customers with the convenience of an online telecommunications equipment catalog.

This catalog provides detailed information about equipment that is most commonly used by State telephone system customers.

The Division of the State Information Technology (DSIT) has two locations to serve our customers.

DSIT Columbia	DSIT Charleston
1026 Sumter Street	204 Richardson Ave
Columbia, SC 29201	The Citadel Campus
	Charleston, SC 29409

https://webprod.cio.sc.gov/EquipmentCatWeb/introduction.do

For Questions regarding pricing, please contact:

Pamela S. Fambro
Supply Manager
1026 Sumter Street
Columbia, S.C. 29201
pfambro@cio.sc.gov
(803) 734-1515 Office
(803) 734-1336 Fax
https://webprod.cio.sc.gov/EquipmentCatWeb/introduction.do

4.4 Telephony Services

DSIT Private Branch Exchange (PBX)
DSIT currently owns and maintains a network of PBX switches that connect multiple locations in Columbia, Charleston, Orangeburg, Greenville and Florence. These switches provide enhanced features such as:

- o Call Centers
- o Conference Calls
- o EC500
- o Reserved/Suspended Numbers
- o Voice Mail

How Am I Billed?
Local Telephone PBX services are billed via the Customer Care billing system using standard State processes.

4.5 Reserved / Suspended Numbers

The Division of State Information Technology (DSIT) allows customers to convert an active analog or digital number to a reserved or suspended status for a one-time charge. This enables you to keep the number active, but remove the port charges. Disconnecting a reserve number will not incur a one-time charge.

How Am I Billed?
Reserved/Suspended Number services are billed via the Customer Care billing system using standard State processes.

4.6 Voice Mail

Need to receive messages from callers when you are out of the office? The Division of State Information Technology (DSIT) can program your telephone call coverage plan to forward automatically to our voice mail system.

Your Choice

1. Use a voice mail system that is owned, managed and maintained by the Division of State Information Technology (DSIT) to record, store, retrieve and forward voice messages from callers to your telephone.

2. Use a local telephone vendor if your DSIT-provided service is through your local telephone company.

How Am I Billed?
Voice Mail services are billed via the Customer Care billing system using standard State processes.