ISC TELECOMMUNICATION SERVICES

DAWN C. AUGUSTINO
DAWN@ISC.UPENN.EDU

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ISC Networking and Telecommunications

Agenda

- Introduction to Organization
- Overview of Telephone services
- PennNet Phone Service Roadmap (Update on new features, handsets, )
- New Call Center Service (Overview of new Call center service)
- Telecommunications Support Process
- Telecommunications Process for Moves, Adds, Changes
About ISC Network Communications and Consulting Services (Organization)

- **Network Communications and Consulting Services**
  - Team formed November 2007
  - 6 full-time staff members
  - 6 contractors
  - 2 open positions

- **Responsibilities Include:**
  - Networking and Telecom Service Order Management
  - Telecom Support Services (215) 746-6000
  - Call Center Implementations and Support
  - Networking and Telecom Web Services
  - Operator Services (215) 898-5000
  - Special Projects
About ISC Telecommunication Services

- 25,000 phone lines/12,000 voicemail users
- Traditional Phone Service
- PennNet Phone Service (VoIP)
- Call Center Services (ACD)
- Teleconferencing Services
  - Verizon Business Teleconferencing
    - http://www.upenn.edu/computing/voice/teleconference
About ISC Telecommunications (Telephone)

Traditional Telephone Sets
http://www.upenn.edu/computing/voice/equipment.html

- Nortel Model 9316
  - Enhanced single line set

- Nortel Model 9417
  - Enhanced two line set

- Nortel Meridian Business Set
  - Multiline features, intercom
About ISC Telecommunications (PennNet Phone)

http://www.upenn.edu/computing/voice/equipment.html

**Polycom 320 – January 2009**
- Alternative to traditional single-line phones

**Polycom 550 – January 2009**
- Replaces Cisco 7940 phones
- More features at a lower cost

**Polycom IP 4000 – Available**
- Conference room phone service
PennNet Phone Web Service
- Manage telephone features and voice mail options from a web browser

PennNet Phone Voice Mail
- Receive voice mail messages as an email file attachment
- Receive notification about new voice mail messages via email

PennNet Phone Distributed Support
- LSP(s) provided with administrative tools to support customers
  - Password changes
  - Call Forward settings
- LSP(s) may move telephones within voice network; Must report change of location to remain E911 compliant.
About ISC Telecommunications (PPS)
About ISC Telecommunications (Roadmap)

FY09/Q2
Service Enhancements

- Call Hunt
- Forward Ring on No Answer
- Forward on Busy

FY09/Q2
Customer Pilots (Sets, Features)

- Number of Rings before voice mail (2,3,4,5,6)
- Direct transfer to mailbox
- Many new phone features (Polycom)

FY09/Q3
Next Generation Rollout

Features and Telephone Sets
- Number of Rings before voice mail (2,3,4,5,6)
- Direct transfer to mailbox
- Many new phone features (Polycom)
ISC purchased Interactive Intelligence Contact Center

http://www.upenn.edu/computing/voice/acd/

- In addition to telephone calls, the Contact Center also routes email, web chat and inbound fax requests to agents.

- Departments Converted - Student Health, Veterinary Hospital, Facilities, Student Registration and Financial Services, Dental School, Penn Behavioral Health, Office of International Programs and ISC Provider Desk

- Departments Remaining – Wharton MBA, Undergraduate Admissions, Office of International Programs

Call Center Support

- Business Hours ACD Support 9:00-5:00 - ProDesk
  - prodesk@isc.upenn.edu
  - ISC Provider Desk http://www.upenn.edu/computing/prodesk/
About ISC Telecommunications (Call Centers)
About ISC Telecommunications (Placing Orders)

[http://www.upenn.edu/computing/voice/orders.html](http://www.upenn.edu/computing/voice/orders.html)

**Traditional Telephone Existing Lines/Equipment Online Order Forms**

- Move Existing Phone Set(s)
- Adding Existing Line(s) to Existing Phone Set(s)
- Remove Line(s) from Existing Set(s)
- Permanently Disconnect a Line

**Traditional Voice Mail Online Order Forms**

- Request New Voice Mailbox
- Change Existing Voice Mailbox
- Reset Voice Mail Password
- Cancel Voice MailBox Service

**PennNet Phone**

[http://www.upenn.edu/computing/voice/lsp/index.html](http://www.upenn.edu/computing/voice/lsp/index.html)
ISC Telecommunications (Service Problems)

Traditional Telephone and Voice Mail Service
- e-mail service-requests@isc.upenn.edu or call (215) 746-6000

PennNet Phone and Voice Mail Service (Consult your Local Support Provider)
- http://www.upenn.edu/computing/voice/lsp/index.html
- ISC Provider Desk http://www.upenn.edu/computing/prodesk/