

VOICEMAIL

The following information is a recap of previous articles which people have found very useful. We sincerely hope that this information is passed along to end users who may not be aware of the power that our voice mail system has.

VOICE MAIL USER GUIDE

Voice Mail User Guides are available in both booklet form and on-line. To request the Voice Mail User Guides in booklet form please contact Customer Service at 5-8590. The On-line Voice Mail User Guide is located at www.uis.harvard.edu/telecom/voicemail/.

Please send comments and suggestions for improving the On-line Voice Mail User Guide via e-mail to pat_murphy@harvard.edu.

IMPORTANT VOICE MAIL TIP

Two of the most common problems reported to the Voice Mail Hotline (5-8255) are (1) delayed messages and (2) system prompts being recorded as a message. Both of these problems can be alleviated by using one powerful key, the * key.

Although delayed messages rarely occur, the most common explanation is that the user, when listening to 'unheard' messages, neglects to press the * key to close out of the mailbox. For example, a subscriber enters the voice mailbox at 9:00 am. The system tells him that he has 4 new messages. While listening to his messages, a new message is sent to his mailbox. If the subscriber listens to the 4 new messages, and hangs up without using the * key, he **will not** be prompted by the system that he has a new message. The next time the subscriber enters his mailbox and is prompted for a new message that was left at 9:01am, it appears to the subscriber that the message was delayed. When the * key is used to exit voicemail, a prompt is heard to listen to any unheard messages.

Exiting a voice mailbox without using the * key may lead to other problems. The most serious are:

- System prompts can be recorded as a message
- Mailbox stays open until the system times out and locks it. During this time, if the subscriber tries to re-enter the mailbox, she will be told that someone is already in the mailbox, leading the mailbox owner to believe that her privacy has been breached.

Please alert voice mail subscribers to use the * key, when exiting voicemail, to avoid problems.

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REASSIGNING VOICEMAIL BOXES

Assigning a new password to an existing voice mailbox can be a quick way of reassigning the mailbox to a new user. Unfortunately, we have been experiencing several problems with the system because of this practice.

As an example, without the new designation of the box in the system, the correct name will not be assigned to the mailbox, and dialing by spelling the name will not work. In addition, the previous subscriber may have an Outcall Schedule established, but the new user is not aware of it. The system will continue to perform the task even though the 'receiving phone number' is no longer valid for that particular mailbox. This presents a major problem for the recipient, especially if the out calling is during off-hours.

To prevent user problems, please notify Customer Service (5-8590) when a voice mailbox must be reassigned to a new user. We will delete the existing voice mailbox and re-install it. There are many advantages to using this procedure; the new user hears the initial tutorial to assist in setting up the mailbox, and previous customizations will be deleted allowing the new user to select his/her own preferences. The user name will be correct in the system, allowing callers to use the 'DIAL BY NAME' feature. Enabled Voice Mail (EVM) can then also be used accurately. The \$21.00 installation charge is waived for this type of re-assignment.

COMMUNICATING WITH LARGE GROUPS

Using the Voice Mail System

There are three features in the voice mail system that can make communicating with small or large groups of voice mail subscribers easier. The following outlines these features:

Personal Group List = Each mailbox is configured to allow 15 Personal Group Lists, with 25 destinations per list, capability of up to 375 destinations per mailbox. This is programmed by the subscriber and cannot be shared with other subscribers. No additional charges apply.

System Distribution List = A separate mailbox type which is maintained by a Department Administrator, will allow up to 350 destinations per mailbox. Mailboxes can be linked together to increase the number of destinations. Message waiting indicators will be activated when a message is sent using this type of mailbox. Cost is \$33.00 per month, per System Distribution Mailbox.

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Bulletin Mailbox =

A separate mailbox type which is maintained by UIS, Telecommunications. The school or department requesting a Bulletin Mailbox provides Telecommunications with the list of mailboxes that should receive bulletins. Destinations are unlimited. Messages sent using a Bulletin Mailbox will not activate the message-waiting indicator. Cost is \$50.00 per month.

ADDITIONAL MAILBOX TYPES AVAILABLE

(Usually used within an application)

- √ **Listen Only Mailbox**-Used to provide callers with information such as hours of operation, street address, directions, etc. Callers cannot leave a message.
- √ **Conditional Transfer Mailbox** -Used to transfer callers to one of two locations based on the time of day. For instance, during normal work schedule the caller could be sent to an extension and after hours could be sent to a voice mailbox.

For further information, please contact customer service at 5-8590.

Profile — UIS Telecommunication Technicians

If you have had moves, adds or changes to your telephone equipment, chances are very good you have come into contact with our UIS Telecommunication technicians. Rick Aste, Group Leader and his installation technicians. Brian Peterson, Bob Cyr and Glen Cole. Together they perform all installation and moves for ISDN and Analog lines within 400 Harvard owned and leased buildings on the Cambridge campus. We currently install/move, cross-wire and test 30 to 40 sets per day with a 99.5% completion time on the due date. This group together has over twenty five years of service at Harvard and one hundred years of experience working in telecommunications.

Tom Leahy works on repair troubles and consistently maintains a Mean Time to Repair (MTTR) of less than three hours. Tom came to us from Verizon where part of his career was spent roaming the steam tunnels and basements of many Harvard buildings fixing student and administration telephone troubles. Over at the Medical School for the past six years, Clint Sowle has responsibility for all moves, adds and changes in addition to repair troubles. In March, Clint will retire to devote his attention to his many hobbies. We all wish Clint the very best and many happy years in retirement.

Other duties performed by the UIS technicians include installing, repairing and programming Merlin/Legend systems, VoIP phones and Emergency phones. The technicians are also called upon to splice, terminate and test fiber optic cable on the Cambridge campus.

End-of-Month Closing

In our December Telecommunication User Group we talked about the process we must complete each month to process billing transactions for the University. This process takes place over the course of two and a half weeks every month. Every member of the Billing Group is involved in this process and we count on all of them to make successful billing possible. Our billing consists of three main types of charges: monthly recurring charges for lines, equipment, voicemail, and other features, one-time charges for order activity, adjustments, or special vendor charges, and usage charges for telephone calls.

Every month we process between 800,000 and 975,000 billable calls. This does not include any Centrex (internal 5-digit University calls), tie-line, or outbound toll-free calls. There are currently 17 categories of calls processed including:

1. *directly dialed calls* (Local, Long Distance, and International)
2. *vendor calls* (e.g. Calling Card, Audio Conference, and Operator Assisted).

Our call records come in two ways. Directly dialed calls come from the telephone switch and are processed nightly into our billing system. Vendor calls come to us electronically once a month either on a CD-ROM or from a Web download. Each of our vendor files is in a different format, so we need to run special programs for each one of the seven files.

These files can arrive as late as the 25th of the month, which is why the call detail for these special calls is not available in TORTE until the end of the month, unlike directly dialed calls which can be seen in TORTE the day after they are made. Once a year, in December, we close early to accommodate the University holiday recess. We are not able to process special vendor files in December and must process two months worth of vendor calls in January.

During the third week of each month we run what we call a 'test cycle.' This involves running all the end-of-month programs we will use for the actual closing on a copy of our billing database. Although it is time-consuming to run two full closings each month, we find that the test cycle helps us identify potential problems and correct them before we run the final cycle and process our billing to the University. Because we are processing tens of thousands of charges and hundreds of thousands of calls each month, we need to make sure the billing is as accurate as possible. Running this test helps in two ways. First, we can watch trends in categories of billing (one-time charges, types of calls, and types of monthly charges for lines and equipment) to make sure that the amounts we are billing are consistent. Second, we can submit a test feed to the General Ledger system to make sure that we are not billing any General Ledger codes that are no longer valid.

Almost every month we find a few G/L codes that have been deactivated but continue to bill in our system. When we find these codes we call the department contact to request a new code. To be effective, our testing must run as close as possible to the end of the

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calendar month, so that it reflects what will be billed in the production cycle on the last business day of the month.

This means that when we find invalid or deactivated G/L codes in our testing we need to replace them with valid codes within two days. When Billing Administrators call department or school contacts at the end of the month for new codes, we appreciate an immediate response. A single 'bad' G/L code in our file to the General Ledger system will cause the entire file to fail. So, every transaction in our file must have an active G/L code.

Another component of our testing is to run integrity checks on our billing data. These checks can be as simple as making sure every G/L code has 33 digits and as complex as checking the dates on every line and equipment record to make sure they will bill properly.

Once we run our production or final cycle we check the dollar amounts one last time to make sure they fall within the expected ranges. Then we submit our two feeds. The General Ledger feed contains more than 90% of our billing. A second, much smaller feed is processed to Accounts Receivable for charges to our affiliate customers, including various hospitals, student clubs, and other groups that have Harvard telephone service but are not part of the General Ledger system. Once both of these feeds have passed, we send out a number of special files and reports.

The closing charges are passed into the TORTE system overnight the night after closing is completed, and becomes available the 2nd business day of the new month. We always spot check the TORTE data before we notify customers that it is ready for viewing to make sure it looks correct. The e-mail notification comes several hours after the data is in the TORTE system. We then go back to work on our regular tasks until closing begins again.

Our goal is to make our billing to the University correct and timely. Although time-consuming, our end-of month processes are designed to minimize errors. You have an important role in this process. Reviewing your billing statements every month and contacting us if you have questions is essential to ongoing accuracy. If you know that General Ledger codes in your department will be deactivated, make sure the Billing Administrators know so they can ensure that no billing records are left on invalid codes. Finally, please submit any changes (name, billing code, or global billing code) as early as possible in the month through TORTE. That allows the Billing Administrators sufficient time to process the changes. Submitting requests through TORTE ensures that the information is complete and any new G/L codes being requested are valid.

Contact Information:

Telecom Billing: telecom_billing@harvard.edu 5-5457

TORTE: <https://torte.uis.harvard.edu> 8-6783

Telzette Telephone Trivia

Rutherford B. Hayes, (HLS – 1845) was the first President to have a telephone installed in the White House – 1879. His telephone number was “1.” Herbert Hoover was the first U. S. President to have a telephone on his desk at the White House. All previous Presidents kept the phone in an adjoining room.

Telecommunications Training Lab

UIS – Telecommunications has a Training/Demo lab for your use. If you would like to try one of our products: Enabled Voice Mail (EVM), a 9316 analog telephone set, 9924 ISDN set or any other product or service, we can accommodate you in our Training/Demo lab located in our office at 1230 Soldiers Field Rd.

To make arrangements to use the room please contact your telecommunications analyst or the Customer Service group at 5-8590 or by email at telecom_orders@harvard.edu.

UIS Telecommunications Training

UIS Telecom offers one-on-one training for the various types of contacts that do business with us everyday. If you are a service, bill distribution, billing or directory contact for your department or school, please contact us to discuss the various levels of training that are available to assist you in your role.

UIS will provide initial training or refresher sessions in:

- How to write and submit orders for service
- How to read your telephone statements
- What services and equipment are available (Lines, equipment, features)
- How to use TORTE (Telecommunications On-Line reporting/Request Tool for End Users)
- How to submit directory changes
- “Train the Trainer” on all sessions

These are just a few of the many topics we can discuss with you. The training can be customized to suit your needs by calling your telecom analyst or customer Service at 5-8590.

UIS Telecommunications Customer Survey

UIS Telecommunications strives to deliver the highest possible customer service, as well as, innovative and reliable technologies to the Harvard Community. You recently received notification of an on-line Customer Survey asking for your participation and your opinions about how we perform and how we could improve. We have made this survey available to our Telecommunications Customers so you can have a voice in setting our goals. Future improvements and user groups will be based in part on these survey results. This questionnaire is designed to rate the service provided to customers in the Harvard community by UIS Telecommunications.

If you have not participated in our survey, we have extended the time frame through February 10, 2006.

We thank you for participating in our survey as we work to improve the quality of service we provide, and we appreciate your continued support.

The survey closes on February 10, 2006 at 5:00 PM.

UIS Telecommunications Customer Interaction Center (ACD) Offering

UIS Telecommunications offers a contact handling solution for offices that process large volumes of inbound & outbound calls, voicemails and Emails. This solution can also benefit offices that are in need of reporting on these types of customer contacts.

The Interactive Intelligence CIC System (Customer Interaction Center – more commonly know as ‘i3’) allows for the routing, queuing and tracking of live calls, voicemails & emails. Soon we will be offering this type of handling for Web Chat and Web Callbacks as well.

Currently implemented as a solution for over 40 Main Numbers throughout the University, the system’s software is designed to integrate with 3rd Party Applications (i.e. Remedy, LDAP). This functionality maximizes the usefulness of information available to the customer. The customer service representatives’ user interface is simple to manage, and easily accommodates screen pops of customer orientated data. This can allow departments to greatly enhance their customer service response.

The system offers many management features. With the system’s ‘Alert’ feature, representatives and supervisors alike can be notified when any of more that 50 parameters are met - anything from how many calls are waiting to be answered to how many representatives are logged in and available. Interactions can be routed automatically, taken manually, or a combination of the two.

The application is accessed by logging onto a secure Harvard Website. There is no need to have client interface software installed directly on the users’ desktop. This also allows the freedom of taking, and responding to, customer interactions from just about anywhere.

For more information, or to book a demo of the i3 System, contact your telecommunications analyst or telecom customer service at: **5-8590 / telecom_orders@harvard.edu**

D E A R A L E X Q & A ' s

Q: I sometimes find it difficult to hear a voicemail message because the person speaks so softly. Is there anything I can do?

A: Pressing [9] increases the voicemail system volume. Pressing [8] returns the volume to the normal level. You may have volume controls on your telephone set which can help in this situation.

Q: There are times, while listening to a voice mail message, I get interrupted and hang up without pressing the [*] key. Is there a way that I can pause the message?

A: Yes, while listening to a message, pressing [2] will pause the replay of the message for 20 seconds. After 20 seconds, the system will prompt you to press [2] to continue listening to the message or press [2 2] to pause another 20 seconds.

Q: I took a few days off recently, and when I returned some people expressed concern that their calls were not returned in a timely manner. What can I do to prevent this situation from happening in the future?

A: Each voice messaging mailbox is equipped with the ability to record an 'Extended Absence Greeting' which forces the caller to listen to your greeting (callers cannot skip over the greeting by pressing the [#] sign, as they can with a standard greeting). A greeting such as;

Hello, this is John Doe, today is April 15th, I am scheduled out of the office and will not be checking voice mail. I will return on April 20th. If you need immediate assistance please contact Jane Doe at 000-0000. Otherwise, please leave a message and I will call you back when I return;

lets the caller know when they can expect to hear back from you or points them to a person/department that can help them immediately. To set up your extended absence greeting: dial into voicemail , enter your password, press [4] Personal Options, press [3] Greetings, press [2] Extended Absence Greeting. Record the greeting you want callers to hear. Upon your return, you will be prompted by the system when you dial into the mailbox to either keep or delete your extended absence greeting.

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Q: If we are planning a special event (open to the public, i.e. special guest speakers, etc) and are planning on an increased volume of phone calls or are experiencing technical difficulties with our web site, is there anything UIS can do to help us inform the public?

A: Yes, a phone call to the Harvard Operators at 495-5575 is all it takes. Give the operator the information you would like relayed to callers and it may greatly reduce the volume of phone calls to individuals. For example, callers may want to know the time, place and admission information for a guest speaker. Another example may be if you are experiencing technical difficulties with your web applications, the operator would be able to provide information to the callers on the status of the problem and give an approximate time for them to re-check. If you have a special request please contact Pat Murphy at 495-0581.

Q: I recently experienced a strange problem. Intermittently, when people called me, they got into my voice mailbox but other times heard someone else's greeting. Can you explain this?

A: Yes. This can occur if you took over an existing voice mailbox and the previous owner had recorded two greetings, one for 'not available' and one for 'on the phone'. If you did not rerecord both greetings, when someone called you and you were on the phone, they would hear the previous user's greeting giving the impression they were transferred incorrectly. This is one of many problems that come about by 'taking over' a voice mailbox. To eliminate these problems we do not reuse old mailboxes. Mailboxes are deleted and a new mailbox is built giving the end user a 'clean' voice mailbox. The one time set up charge is waived for this particular installation.

Q: Sometimes my message waiting (MW) light does not light up when I have a new message. Why is that?

A: The most likely cause can be attributed to the way your last voice mail session ended. If you do not press the * button to end your voice mail session the system may remain active and inhibit the MW light. The best way to prevent several voice mail problems is to properly exit the system. When you are finished using voice mail press the * button on your telephone dial pad until the automated voice says 'Goodbye'. Logging out in this manner restores the message waiting light functionality.

Wireless Directory Assistance

There are continuing rumors, and urban myths circulating that warn cell phone users of an impending directory assistance list that will have everyone's cell phone number published. This is not true. In an effort to dispel this rumor UIS – Telecommunications has received permission from the Cellular Telecommunications & Internet Association (CTIA) to reprint the following article. Please post this information or pass it along to others in your department.

There are some things every consumer should know about the proposed system.

First, no wireless directory exists today. Should a wireless directory assistance service be offered in the future, the carriers considering the initiative have clearly stated that numbers will be listed on an opt-in basis. That means consumers will have to choose to be included in the directory. While some consumers may have already provided consent through a signed service contract, wireless carriers have said that these consumers will be given an additional chance to decide whether or not to opt-in to the system. That means no current customer will be automatically included in a wireless directory.

Second, participating wireless carriers have said they will not charge customers for not being listed. Under the current system, if a consumer does not want their wireline phone number in the telephone book, the phone company charges them a fee. That will not be true of the wireless industry. Wireless carriers will not charge consumers who do not participate in the directory.

Third, the wireless directory will not be printed in a telephone book, nor will it be available on the Internet. This directory will not be sold to third parties or sold to telemarketers. In fact, more than a decade ago, the wireless industry fought to make it illegal for telemarketers to call a wireless phone.

Regardless of whether a consumer chooses to be listed in the directory, the best and most efficient way to eliminate telemarketing calls to any phone is to provide the FTC's Do Not Call registry with the phone number. All wireless phones are eligible. To protect your wireless phone from telemarketers visit www.donotcall.gov/register/Reg.aspx

So how will a wireless directory work? Imagine a consumer is looking for Joe Smith's wireless number. A consumer may call 411 from a wireless or wireline phone to ask for Joe Smith's number. If Joe Smith has opted-in to the wireless directory, the operator will offer that number. If Joe Smith has decided not to list his number, it will not be available.

Thanks again for your interest in wireless directory assistance.

Used with the permission of CTIA-The Wireless Association™

TORTE Q&A's

Q: It would be useful for certain staff in my department to be able to view portions of the electronic telephone statement each month. I understand if I set up that person(s) as a "Client," he/she will have access to the specific telephone data I designate. Is that correct, and how do I go about this if I am a TORTE user?

A: That is correct. By making a person a "Client," he/she can run reports and review the billing statement to which you have provided access. Access can be assigned by either billings codes or billing numbers. Access can be limited to just one telephone number or can be as broad as the full access to your TORTE group. However, a client will not be able to request any billing code or name changes—a client has view-only capability.

Highlighted below are brief instructions for "assigning a client." On the TORTE website, there are more detailed instructions to copy or move existing assignments from one client to another. You can find them on the TORTE home page under the "TORTE Information" button in the TORTE User Guide in the Assign Clients section. They are called Global Assign and Global Delete.

Assign Clients

Step 1 To create a client record you will need the HUID, name, phone, and e-mail of the person you are adding as a *Client*.

1. Highlight and click the *Assign Clients* button
2. If you already have client records click the *Edit Client Information* button then select the *Add Client* button
If you have no existing client records click the *Add Client* button
3. Fill in all information such as name, HUID, etc.; also select a home page icon since clients cannot select their own.
4. Click *Submit*

Step 2 To select what you want the person to view each month as a client:

1. Highlight and click the *Assign Clients* button
2. From the "Assign client access" menu, go to 'Display items as' and click either *Billing Code* or *Billing Number*
3. Choose codes or numbers by clicking in the checkbox next to each.
4. After selecting all of the codes or numbers you want your client to view, scroll to the top or bottom of the page and click the *Add Client Line Item* button
5. On the Client List choose your new client and click the *Assign Client* button.

Your designated client(s) will receive an e-mail that you have added him/her as a Client. TORTE access is available immediately.

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Note: Client access is not validated by Telecom. TORTE users are completely responsible for all access granted. It is very important that users regularly review and update their client records to ensure that proper access is granted to authorized departmental staff.