



TELZETTE

Harvard University Telecommunications Department

Newsletter

Newest Offering:

TORTE SERVICE ORDER REQUEST FORM

This spring, on-line telecommunications service order requests became available to Harvard departments. The newest addition to TORTE functionality is a **Service Order Request Form** for standard Centrex (the University telephone system) moves, adds, and changes (MAC's). The new form is designed to allow authorized customer service contacts to submit orders for most standard lines at the University.

Many of you are familiar with TORTE, a web-based application rolled out in January of 2004 for customer access to telecom information. The original release allowed 650 authorized users electronic access to telecom billing data, replacing the paper statements. Authorized users could also grant access to others in their department or school by creating *clients*. Since then, the customer base was expanded by 200 (adding billing and financial contacts), new reports were offered, and the *Billing Code Change* form was developed for authorized users to submit billing code change requests.

This newest release enables authorized users to **submit orders on line**. Those of you who submit service orders are aware that telecom orders can be complicated and quite detailed. The trick was to create something flexible enough to allow users to request what they need without making the screens overly complicated. In a nutshell, here are some of the benefits you can expect as a departmental telecom contact:

- ✓ Less time to submit requests
- ✓ Simpler order process
- ✓ Improved order accuracy

Throughout the design process, a working group of telecom staff made choices about design, “look and feel”, and functionality. Secondly, a customer focus group was created to provide feedback, review the design, test the functionality, and make recommendations. The 80/20 rule was applied to the initial web form, balancing the “must have” fields with the “nice to have” fields, keeping in mind the main objectives: *easy to use, efficient, and helpful to customers*.

You will learn more details during the upcoming training sessions and can expect that additional functionality will be added over time as UIS Telecom works with departments to prioritize enhancements. Initially, contacts will not be required to use TORTE for service order requests, but we expect this will eventually become the standard interface through which all orders are submitted.

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TORTE SERVICE ORDER REQUEST FORM

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This module is available only to customer service contacts authorized by their schools or departments to submit telephone orders. This important safeguard will prevent unauthorized users from accessing the form to submit requests. Furthermore, the system limits the users to write order requests only for the buildings and billing codes they are specifically authorized to handle. The application has business rules to ensure that all required information is included and valid to minimize follow up e-mails and calls to customers. Finally, the web form standardizes the format of the information being submitted which makes it easier and faster to process requests.

We are excited to offer this new application in TORTE, and we look forward to your thoughtful suggestions as you begin to use the application. We are very grateful to the many departmental contacts across the University who helped to make this goal a reality. We would also like to acknowledge the dedicated telecom staff focused on providing the best tools possible for you, our customers.

TORTE Training Schedule for October

New TORTE training classes have been scheduled for October 9 and 18. The new location for training is 219 Western Avenue, Room 115.

- o Morning sessions will be Standard Training. It covers basics of navigation, reporting, and all forms except the Service Order Request Form. This training is available to all authorized TORTE Users and Clients.
- o Afternoon sessions focus in detail on the Service Order Request Form. This training is limited to authorized TORTE Service Contacts only.
- o We strongly encourage Service Contacts to attend Service Order Request Form training.

Seating is limited and registration is required. If you register and cannot attend, please cancel at least one business day prior to training.

Available classes:

- o TORTE Standard Training: Tuesday, October 9, 9:00 AM – 12:00 PM
- o TORTE Service Order Request Form: Tuesday, October 9, 1:00 PM – 4:00 PM
- o TORTE Standard Training: Thursday, October 18, 9:00 AM – 12:00 PM
- o TORTE Service Order Request Form: Thursday, October 18, 1:00 PM – 4:00 PM

To sign-up for training, please email us at uis_telecom@harvard.edu. Be sure to specify the date(s) and session(s) you wish to attend and add a subject line of “TORTE Training.”

DESIGNING A ‘CALLER FRIENDLY’ VOICE MAIL APPLICATION

A voice mail application is a tool used to assist callers in reaching the pre-defined person or department. It can also be used to provide information to the caller such as directions, hours of operation, etc. Voice mail applications are designed by linking mailboxes together in a configuration that is customized for each department. The secret to designing an application that is ‘caller friendly’ is to allow the callers a way out of voice mail. This is usually accomplished by callers pressing “0” where “0” is routed to a person in your department.

The first step to designing an application is for the department to decide what they would like to accomplish by using a voice mail application. A UIS Telecom Analyst can assist with this process.

Some questions to ponder:

1. Do you provide directions or other information that is consistent?
2. Do you request specific information from callers such as change of address, name change, etc?
3. Do you have a main reception number answered by a person who then has to transfer the call?
4. Would you benefit if a staff person didn’t have to answer each and every call?

If you have answered yes to any of the above, a voice mail application may be helpful to you. The following is a list of the types of mailboxes that can be linked together to form a customized application:

Transfer Mailbox: Used at the beginning of an application. This is helpful if you have a temporary situation, i.e. office closed due to inclement weather. By recording this information as a greeting in a transfer mailbox, the entire menu does not have to be re-recorded.

Conditional Transfer Mailbox: Based on time of day, predetermined by the system. For example, a caller could be transferred to a person during normal business hours and to a voice mailbox when the office is closed.

Menu Mailbox: Up to 9 options can be programmed to go to an extension or to another mailbox. “0”option should be set up to reach a person in case the menu does not satisfy the caller’s needs.

Auto Attendant: Allows callers to reach a specific person by spelling his/her name, using the dial pad on their telephone. In order for this mailbox to be efficient, all subscribers’ names must be correct in the system. A calling group can be assigned which limits the caller to spelling only the names of individuals in that calling group, making it more efficient for the caller.

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DESIGNING A ‘CALLER FRIENDLY’ VOICE MAIL APPLICATION

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Listen-Only Mailbox: Allows callers to only listen to pertinent information; they cannot leave a message. Hours of operation, address, directions, and special events are just some examples of information used in this type of application.

Forms Mailbox with Transcriber: This mailbox prompts callers to answer particular questions, i.e. say name, spell name, address, telephone number, etc. The answers to the questions are then stored in a transcriber mailbox. Only the answers to the questions will be played back to the person clearing the mailbox, simplifying the process of transcribing.

Please contact our customer service group at 5-8590 to see how a voice mail application would benefit your department.

Telephone Trivia

Invented in 1889 by William Gray, the first public coin telephone was installed at a bank in Hartford, Conn. It was a “postpay” machine (coins were deposited after the call was placed). Gray’s previous claim to fame was inventing the inflatable chest protector for baseball.



TORTE SUPPORT DESK

TORTE support:	dial (617) 99-TORTE or 998-6783 (8-6783 on-campus)
General service order questions:	send email to: telecom_orders@harvard.edu or call 5-8590
Comments or suggestions:	send email to: uis_torte@harvard.edu
General billing questions:	telecom_billing@harvard.edu or 5-5457

CALLING CARD PROGRAM OFFERS LOWER RATES

UIS-Telecom updated the calling card program for University departments in November 2006, delivering 80% savings on international calls and a 66% savings on the overall expense. These savings are passed along directly to departments. Also, there are further benefits with this new agreement:

1. The program was available immediately, unlike other programs which required a complete replacement of cards. The new program allowed a seamless transition for several hundred end-users. No new cards or access numbers were needed.
2. No minimum commitment was required from the University (dollars or volume). As always, departments are free to choose whichever program best meets their needs. No minimum commitment means the greatest flexibility for the University as one department's choice will not impact the savings to another.
3. The rate structure is a straight pass-through to departments, keeping costs to a minimum. Electronic rebilling is provided by UIS Telecom. Departments won't have the time and expense of processing individual vendor payments.

<i>Type of Call</i>	<i>Previous Cost/Minute</i>	<i>New Dept Cost/Minute</i>
<u>International to US:</u>		
China	\$4.82	\$0.50
India	\$5.19	\$1.55
United Kingdom	\$3.28	\$0.16
<u>US to International:</u>		
China	\$4.24	\$0.50
India	\$4.78	\$1.55
United Kingdom	\$1.50	\$0.16

The domestic cost is 14¢ /minute. Although this is a slight increase of two cents/ minute, the international savings is so dramatic that departments should realize tremendous overall savings. Calls (within 617 Mass.) are the highest at 21¢ due to regulatory pricing structures. Most departments use cell phones for domestic calls when traveling, so there should be minimal cost impact.

You will be able to track charges via your electronic billing statements in TORTE. For specific details on these vendor costs (e.g. per call surcharge, regulatory fees, pass through mobile termination and payphone surcharges), please refer to our website: http://www.uis.harvard.edu/departamental_telecom/

To obtain a new calling card, send an email to: telecom_billing@harvard.edu.
For pricing information, contact Maria Pavidis at 5-2517 or maria_pavidis@harvard.edu

DEAR ALEX Q & A's

e-mail your questions to: talk_to_us@harvard.edu

Q: Is it possible to get call detail for audio conference calls?

A: Yes it is. If you're a Conference Leader and have a Conference America AlwaysOn account, simply go to the vendor's web site:
<http://www.yourcall.com>

Select the following options:

√ **Client Corner Tab**, Select Login name "Event Leader". Enter your email address and your Leader passcode.

√ **Conference Cost Manager** under the the My Reports tab

To view call detail select:

√ Usage Month
√ Service Date
√ Reference No. #
√ Check "View Call Participants" to view all participant information for a specific call, including participant dial in phone number, connect/disconnect time and access method.

Please contact maria_pavidis@harvard.edu or call 5-2517 with questions.

Q: What is the telephone number for the Billing Department at UIS-Telecommunications office?

A: The telephone number is 5-5457 or 617-495-5457 (off-campus).

Q: If I need to rent a cell phone on a short-term basis, is it possible to receive the cell phone number in advance?

A: This may or may not be possible but you should contact customer service at 5-8590 prior to placing your order.

Q: Where can I find the short-term cell phone rental form?

A: The form can be found at the following web address:
http://www.uis.harvard.edu/departmental_telecom/wireless_phones/rentals.php

Q: What is the preferred method to submit my wireless service application form?

A: Please e-mail the form to:
uis_wireless_orders@harvard.edu

Q: What wireless vendor does UIS-Telecommunications utilize to provide wireless service to the Harvard community?

A: Verizon Wireless is our preferred vendor.

Q: Is there a Harvard discount when an employee signs up for a personal account at Verizon Wireless?

A: Yes, the discount amount is 17% on personal accounts (not corporate). For more information, please visit:

http://www.uis.harvard.edu/departmental_telecom/wireless_phones/orderpers_service.php

Q: Does UIS-Telecommunications provide short-term rentals for wireless phones for customers traveling to Japan?

A: No-While we provide short-term cell phone rentals for many countries, service is not available for Japan due to Japan's unique cellular infrastructure.

Q: If I submit a short-term rental application for an international cell phone, can I be assured that I will receive an international cell phone?

A: No-UIS-Telecommunications has a limited number of international cell phones. We encourage you to submit your application as early as possible. You should also call us at 5-8590 to check for availability prior to submitting your application. This service is provided on a first-come, first-served basis.

Emergency Telecommunications Planning

Emergency preparedness - disaster recovery - business continuity - whatever it is labeled, updating your response plan is crucial. Preparing for disasters, weather related or other, is an activity for which everyone should plan. Planning is essential for each school and department.

One of the most critical components of any emergency plan is communications. How your information is disseminated to faculty, staff and students continues to be a topic of interest across the University.

- 1) UIS Telecommunications is available to assist you to be better prepared.
- 2) UIS Telecommunications works with our suppliers to identify vendor-specific disaster strategies, contingency plans, and expected levels of essential service each will provide in an emergency.
 - **Pre-Planning and implementation are essential for each department and school; now is the time to implement services - don't wait until disaster strikes.**
- 3) UIS Telecommunications offers many products and services that will allow you to communicate effectively in many emergency situations. We offer customized consultations with your staff, which may include the telephone representatives, members of the Local Emergency Management Team (LEMT) and other groups within your organization charged with emergency preparedness. We can discuss your needs in detail and recommend solutions from simple, no-cost options to more elaborate solutions.

Many solutions are already in place and just need to be reviewed or dusted off and updated. Other solutions are available and can be implemented easily. A few solutions offered by UIS - Telecommunications:

Call Forwarding-A variety of options can be adapted to each group's specific needs

Conferencing-Audio Conference/Conference Bridge

Cellular / Satellite phone-Available for rent or purchase

Air cards-wireless Internet access for laptops

CallMax-Screen, route & prioritize calls

i3 Contact Center-A method routing inbound calls; remote answering w/Internet access

i3 Call Direct-a method of routing calls to specific telephone numbers-Harvard extensions, home phones or cell phones

GETS/WPS*-Emergency outbound call prioritization designation-a service available for land line and wireless use. Designees must perform critical emergency preparedness function. UIS-Telecom will work with you to determine appropriate key personnel and submit application for National Communications System (NCS) approval.

***GETS**-Government Emergency Telecommunications System

***WPS**-Wireless Priority Service

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Emergency Telecommunications Planning

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Voice Mail Tools for Business Continuity

Bulletin mailbox - allows a designated person to send a voicemail message in bulk to a predetermined group

System Distribution mailbox - send voice mail messages to up to 350 subscribers at a time, for example all faculty and staff in your school or department

Group Distribution mailbox - functions like an e-mail distribution list. It allows you to send the same outgoing voice message to multiple Harvard voice mail subscribers, in a single operation

Listen Only mailbox - provide frequently sought information such as event updates, directions to your facility, etc.

Enabled Voice Mail (EVM) - enables the use of email as a way to receive notifications, or the delivery of voice mail messages to your email inbox once they have been received in your voice mailbox

Members of the Telecommunications group will meet with you and your staff to discuss in specific detail how you can update your plan and include some new features and other solutions.

Call your telecom analyst or UIS Telecommunications customer service at 5-8590 or email us at telecom_orders@harvard.edu and schedule a discussion today.

Message Me Emergency Notification System

As part of the **Harvard University Emergency Management Plan**, the University has decided to employ text messaging as another technological solution for communicating with students, faculty, and staff in the event of an extreme emergency on-campus. So members of the Harvard community with cell phones can now expect to receive text message alerts in addition to traditional methods of notification.

We encourage you to sign-up for this text messaging service in order to facilitate rapid and effective communication throughout the community. Users who elect this option and provide contact information may be assured that all of the information provided is private and will not be shared. A valid Harvard University ID and PIN, or an eCommons ID, is required for access to this service. This is an opt-in service that requires annual renewal. To learn more about this program or to register to receive text message alerts, visit <http://messageme.harvard.edu>.

Profile – UIS Telecommunications Billing & Directory Team

As part of our ongoing series highlighting each of the UIS Telecommunications units, the Billing and Directory team is presented in this issue.

This team is comprised of 11 members. Specifically, the team coordinates both the billing of telecommunications services and the integrity of the directory listings for the University. This includes many detailed functions, such as billing orders and inquiries, billing data accuracy, billing system programming, and reporting. The electronic billing tool, TORTE, is managed by this group, as is the monthly GL closing process for telecom services. Rate setting, pricing support, contract management, vendor payments/reconciliation, and business financial oversight are provided by this team. The directory listings update process, directory policies and data integrity for the on-line and operator listings, and the production and distribution of the printed books complete this group's services.



UIS – Telecommunications Billing & Directory Team

(Front-left to right) - Maura Curran, Maria Cirino and Barbara Loblundo

(Center-left to right) - Patricia Marrama, Mallory LaSonde and Laurie Gamble

(Rear-left to right) - Diane Damp, Steve Sweeney, Jennifer Theodos, Maria Pavidis and Phil Carson



Telzette is available on our website://www.uis.harvard.edu/departmental_telecom/. For additional copies call Customer Service at 5-8590.

Send suggestions or comments to talk_to_us@harvard.edu

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