



doit



**VOICE NETWORK
TELECOMMUNICATION REFERENCE GUIDE**

NM DEPARTMENT OF INFORMATION TECHNOLOGY

715 Alta Vista Street
Santa Fe, New Mexico 87501

doit.state.nm.us



TELECOMMUNICATION GUIDE

DOING BUSINESS WITH DOIT

Service Ticket

- EasyVista (EV) service ticket via the web @ <https://helpdesk.doit.state.nm.us>

Email

- EnterpriseSupportDesk@state.nm.us
- Enterprise support desk team satisfies the request or assigns to second level as needed
- Two hour turn-a-round time to acknowledge and either resolve or send to second level

Call 505.827.2121

- Talk to a DOIT enterprise support desk team member to address your needs
- Voice mail messages are checked every 15 minutes and returned as soon as possible
- Calls after 5:30 p.m. and before 7:30 a.m. are forwarded to an on-call DOIT representative

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Responsibilities

Voice Network

- Provide Voice Engineering Assistance
- Vendor State Contract
- Knowledge of New Voice Technology
- Implementation & maintenance of the Voice Network
- Manage EV tickets to comply with strategic planning for the Voice Network

Administer the Following Services

- MAC's (move, add & change) on Avaya and Fujitsu voice systems
- Voicemail
 - ✓ Add
 - ✓ Delete
 - ✓ Reset security code
- Single digit menu
- Wireless/mobile devices

- Audio conferencing
- Long distance & toll free
- Interactive Voice Response (IVR)

VOICEMAIL

Voicemail Systems

- CenturyLink
- AVST (DOIT)
- Octel

TRAINING

- In-house/onsite group training
- Customized training
- Voicemail
- Wireless/Mobile devices
- Desktop telephone features
- Automatic call distribution (ACD)



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DIRECTORIES

CenturyLink Telephone Directory

- Website: www.dexknows.com
- Directory changes: Submit an EasyVista service ticket

TOLL FREE NUMBERS

IMPLEMENTATION

- Add
- Change
- Delete

ENGINEERING ASSISTANCE

Implementation

- Engineering assistance provided at no cost
- Moves to new location
- New installation

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TROUBLE REPORTING VOICE NETWORK ISSUES

Altura (Fujitsu or Avaya Phones)

- **DO NOT SUBMIT AN EASYVISTA SERVICE TICKET, instead call 505.827.9797 or 1 + 800.654.0715**
- Provide the following:
 - ✓ Trouble phone number
 - ✓ Site contact name and number
 - ✓ Physical address and site code
 - ✓ Complete description of incident/trouble

Please Note: Service for move, add or change (MAC), you must submit an EasyVista service ticket @ <https://helpdesk.doit.state.nm.us>

CenturyLink

- CenturyLink phone service (formerly Qwest), call 1 + 800.223.7508

Mitel

- Call 1 + 800.722.1301 and follow the menu
- Provide the following:
 - ✓ Trouble phone number
 - ✓ Site contact name and number
 - ✓ Physical address and site code
 - ✓ Complete description of incident/trouble

Please Note: Service for move, add or change (MAC), you must submit an EasyVista service ticket @ <https://helpdesk.doit.state.nm.us>

Cell Phone/Wireless Service

- Submit an EasyVista service desk request ticket.





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715 Alta Vista
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