**Information Technology Services**

**Voicemail Enhanced Call Processors (Voicemail ECP)**

### Contact Information:
- Department:
- Name:
- Phone:
- Fax:
- e-mail:
- Campus Address:

### Billing Information:
- Account for work order charges: **
- Account for monthly phone charges: **
- Authorized Signature: **
- Date: 

**Account number and signature from an authorized signatory is mandatory. Work will not be processed without these pieces of information**

Voicemail ECP’s are also referred to as voice menus or phone trees. This type of an application allows for various options. It can serve to allow multiple users sharing one extension to have individual mailboxes. It can also serve as a way of disseminating information for commonly asked questions (e.g. press 1 for office hours, press 2 for our mailing address, press 3 to speak to a representative).

### Price List for State Accounts (For non-state accounts, add 15.51% surcharge):

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum of 2 hours of labor for</td>
<td>$220</td>
</tr>
<tr>
<td>programming, consultation, and training.</td>
<td></td>
</tr>
<tr>
<td>Additional hours of labor</td>
<td>$112/hour</td>
</tr>
<tr>
<td>Activate a new extension</td>
<td>$102</td>
</tr>
<tr>
<td>Voicemail Extension (Note: VM Ext. are extensions assigned to a person but cannot be directly dialed.)</td>
<td>$5/month</td>
</tr>
<tr>
<td>Monthly charge per extension</td>
<td>$25</td>
</tr>
<tr>
<td>Urgent Technician Request</td>
<td>$102</td>
</tr>
</tbody>
</table>

**Please initial here for Urgent Request**

Note: The Final cost of installing a voicemail ECP depends on the complexity of the application.

1. Please attach a list of users who will have individual voicemail boxes / voicemail extensions or what the options for the voicemail ECP should be. A TSC Administrator will contact you to setup an appointment for consultation.  
   **Note:** You may only have up to 9 options, but an option may lead to another voicemail ECP. Please keep in mind the customer’s needs. We recommend that you keep your menu simple and to have no more than 6 options. This will prevent a caller from having to write down all the options just to keep track of the menu.

2. We have the ability to send an email notification to someone’s inbox or a departmental inbox when a message is left in a voicemail box. For this feature to work we will need the email address that the notification should be sent to. Please provide this information with the attached sheet that was created in step one.  
   **Note:** A voicemail box can only be setup to send a notification to only one email address. However, the same email address can be used in multiple voicemail boxes.

3. Please provide the name of the person who is responsible for recording all the menus:  
   **This is the person who will record the menu’s that say, press 1 for John, press 2 for Jane, etc...**

4. Please provide the name of the person who will be the contact for this ECP:

5. Please provide a voicemail box or extension that a rotary caller can be forwarded to:  
   **This is needed in the event that a caller calls from a rotary phone, they will need to be able to hold and then be transferred to a voicemail box or forwarded to an extension. Voicemail ECP only works for touch-tone phones.**

All requests require a minimum of a 2-week notice from October through April and a 4-week notice for May through September.

For any additional questions, please feel free to contact Telecommunications Services Center (TSC) at extension 7-3800.

Revised 07-12-2012