

Telephony Services and Training – Service Detail



Dial Tone

Dial tone service is the defining aspect of telephony. The presence of a dial tone on the desktop instrument is indicative of the working functionality of CIO/OFT's infrastructure, software, cabling, and power of the entire system which allows the user to connect both internally and externally throughout the world. CIO/OFT manages and maintains this network through the use of both Private Branch Exchange (PBX) and Centrex (a central office based PBX) switching equipment.

Detail

CIO/OFT centralized service locations share either Private Branch Exchange (PBX) or Centrex (a central office based PBX) service.

PBX is a private telephone network within an enterprise. In the Albany area, for instance, many desktop instruments are part of the CAPNET network. PBX lowers telephone costs by allowing users to share incoming and outgoing local and long distance facilities. The PBX also lets users on the network call other users on the network by dialing only 5 digits.

Audience

This service is available to all NYS agencies and entities located in New York State owned office buildings and/or those locations within the reach of Centrex services.

Cost

Every CIO/OFT-managed telecommunications system provides direct-dial local, long-distance (including international) and Directory Assistance calling. Calls are billed according to the following table (in six-second increments and rounded up to the next full penny):

Local Calls	\$0.015 per minute
IntraLATA Calls	\$0.035 per minute
New York State Calls	\$0.035 per minute
Interstate Calls	\$0.035 per minute
Canada	\$0.080 per minute
International	Varies by Country
Directory Assistance	\$0.50 per call

Order Process

Note: All requests for Telecommunications services must come from an Authorized Agency Telecommunications Representative (Telecom Rep).

1. Telecom Rep may contact CIO/OFT Telecommunications at 1-518-402-5000 or your Customer Relations Manager for assistance in defining service requirements, such as timeframes, size of service and location of new service.
2. Telecom Rep completes a Telephone Service Order Form that corresponds to the location of the new service.
3. Submit order to Telecommunications: NY/LI - email to oft.dl.telecom.downstate.orders. All others email to oft.dl.telecom.sarc.CIO/OFT Telecommunications will contact Telecom Rep with order status, expected completion dates, and billing issues

Voice Mail

Overview

CIO/OFT offers voice mail services to NYS agencies to enrich their telephony capability by enabling users to record, store, retrieve, and forward messages. Messages can be left under multiple call coverage paths which may be designed to meet most business needs, such as number of rings, busy/no answer, dial "0" options or call forwarding to other stations.

Audience

This service is available in NYS Office Buildings or within reach of Centrex services in more than 185 locations across the State.

Features

CAPNET Voice Mail Features:

- ▶ Users can access voice mail from anywhere with a touchtone phone by calling 3-2999 or (518) 473-2999

Size	Incoming Message Length	Storage Length
13 min.	2 minutes	10 calendar days
20 min.	2 minutes	14 calendar days
33 min.	4 minutes	14 calendar days



- ▶ Can have a message indicator light or an interrupted dial tone.
- ▶ Different mailboxes configurations are available:
- ▶ If incoming message length is reached, the system will tell caller when 15 seconds are left and then disconnect.
- ▶ System tells user when mailbox is 50% and 80% full. When voice mailbox is full, the incoming caller will be told they cannot leave a message.
- ▶ For more information on initializing and administering your mailbox, please see the [CAPNET Voice Mail Quick Reference Guide PDF](#) [Word](#) [HTML](#)

Order Process

Note: All requests for Telecommunications services must come from an Authorized Agency Telecommunications Representative (Telecom Rep).

1. Telecom Rep may contact CIO/OFT Telecommunications at 1-518-402-5000 (long distance callers may use 888-784-4647) or your CIO/OFT Customer Relations Manager (CRM) at customer.relations@oft.state.ny.us or 1-866-789-4OFT (4638) for assistance in defining service requirements, such as timeframes, size of service and location of new service
2. Fill out a Telephone Service Order Form that corresponds to the location of the new service.
3. Submit order to Telecommunications: NY/LI - email to telecom.downstate@oft.state.ny.us, all others email to telecom.upstate@oft.state.ny.us .
4. CIO/OFT Telecommunications will contact Telecom Rep with order status, expected completion dates, and billing issues

Training

Overview

CIO/OFT offers comprehensive instruction on all telephone equipment supported at CIO/OFT locations to allow users to optimize the functionality of individual equipment and to provide consistent training across NYS agencies. Training is provided for Agency Telecommunications Representatives as well as end-users at our CIO/OFT Telecom locations. We also coordinate and conduct telecommunications semi-annual meetings for Agency Telecom Reps.



Detail

CIO/OFT provides End-User training for:

- ▶ New users who are not familiar with the telephone features
- ▶ Users who need guidance or assistance when a new system is installed

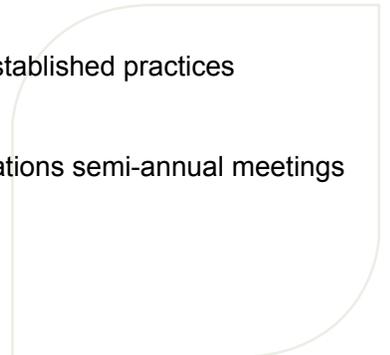
We also provide training for new Agency Telecommunications Representatives to help them:

- ▶ Learn to correctly complete order forms for each system
- ▶ Become familiar with available features and reference materials to assist them in performing their telecommunications representative role

User Guides are available for all different types of telephones in our system

Additional Services:

- ▶ Training sessions for all employees onsite and by telephone
- ▶ Oversight of telecommunication system cutovers including scheduling meetings, preparation of user guides, training coordination with appropriate Agencies/OGS building managers, and day of installation support
- ▶ Development of new telecommunications training materials and visual aids
- ▶ Preparation and distribution of CIO/OFT Telecommunications Customer Notifications and Bulletins
- ▶ Telephone etiquette service training based on established practices of Agency
- ▶ Coordination and presentation of telecommunications semi-annual meetings



Audience

This service is available to all NYS agencies and entities dependent upon location. Currently service is provided to more than 185 locations across New York State.

Cost

CIO/OFT does not charge for this service.

Order Process

End-users should contact their Agency Telecommunications Representative to request training.

Additional Information:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.