Telecom Catalog
Introductions

• Jovie Soliman - Manager, Voice Products
• Terence Phuong – Manager, IST Billing
• Gladys Oddoye - Supervisor, Customer Care
• Colette Jackson – Business Analyst
Agenda

- Telecom Catalog Introduction
- Key Changes for Voice Products & Services
- Key Change for Viewing IST Bills
- Training and Support Timeline
- New Departmental Role
- Demo of New Telecom Catalog (Shopping Cart)
- How to Contact Us
- Q&A
Why the change?

• Feedback from customers
  – Not user friendly
  – Not transparent enough
  – Too complicated to navigate through
  – Difficult to find order status
  – Current system no longer supported by the vendor & will be retired.
Key Changes

• Easy-to use catalog
• Simpler forms
• Integration of all correspondence
  – Emails embedded in the order
  – Attachments
• Status tracked by each item
• Automatic notification of status change
• Simplification of Roles
What are Voice Products & Services?

- Phones
- Mobile Phones & Devices
- Voicemail
- Fax services
- Teleconference (ReadyTalk)
- Dedicated lines
- Emergency Radios
IST Billing Statements

• IST Billing statements will only be viewed through BAIRS.
• For access to BAIRS, please ask your MSO or department manager to assign you rights to view statements in BAIRS
• http://www.bai.berkeley.edu/BAIRS/index.htm
Comparison: Order Tracking
System Changes
Support

• Same support team for both Data and Voice
  – Customer Care Unit (CCU)
In Both Systems, You Can:

- Add
- Change
- Move
- Delete
- Change Funding
- Change Ownership
## Simplification of Roles

<table>
<thead>
<tr>
<th>New ROLES</th>
<th>Submit Orders</th>
<th>View All* Orders</th>
<th>Approve All* Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Write</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

* All orders within an assigned department / processing unit; these persons should have BAIIRS access
Timelines
Key Dates

• Town Halls – Dec. 4, Jan. 9, Jan. 14
• Identify Department Liaison – Dec. 20th
• Training – April 8-10; More to come.
• Final date to place Voice orders in IST Shopping Cart – April 17th
• Go Live – May 6
• On line Webinars - May
What Happens When?

- April 18 – May 5
  - We will move your **existing** Voice orders
  - **No NEW** Voice orders
  - No restrictions on Data Network Orders

- May 6
  - Telecom Catalog goes LIVE for Voice orders
Departmental Telecom Liaison

- Single Point of Contact
- Responsibilities
  - Coordinate communication between Telecom & Departments
  - Relay Training Info to staff in your unit
  - Review and update departmental roles
Training & Support

• Project Web Site: telcat.berkeley.edu
• Hands-on Training
  – Apr 8-10; More to be scheduled
  – Step-by-Step Instruction Manual
• On-line Webinars: May
• Knowledge Base available at Go Live
Contact Us

Web site: telcat.berkeley.edu

Telecom questions
• ccu@berkeley.edu
• 510-664-9000, option 1,1, 3

Billing questions
• istbill@berkeley.edu
• 510-642-4625
Brief Overview of The New Telecom Catalog

• Presented by Colette Jackson
QUESTIONS?