

INFORMATION TECHNOLOGY SERVICES VOICE SERVICES



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

User Guide PABX (LANDLINE) REQUESTS EXTERNAL ORGANISATIONS

VERSION 1.0

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1.0 INTRODUCTION

1.1 OVERVIEW

For organisation external to UQ, ITS Voice Services will now process all requests relating to new or existing PABX (Landline) phone services and accessories using the Voice Services Telephone Helpline. The Telephone Helpline can be contacted on extension 51000.

All requests will require formal approval from a nominated Finance Officer. This approval process will be carried out via email.

Please note: for all FAULTS relating to PABX (Landline) phone services and/or accessories, please phone the Telephone Helpline on extension 51000.

2.0 HELPLINE ASSISTED

2.1 MAKING A REQUEST

In order to make a 'Helpline Assisted' request, please call the Telephone Helpline on 51000. The Telephone Helpline team will provide advice over the phone based on your needs and create the request in our electronic LANDesk system on your behalf. The 'Helpline Assisted' request method is the only option available to organisations external to UQ. In addition to the standard request details, external organisations will nominate a Finance Officer and their Finance Officer's email address. An email notification for an Acceptance of Quote (AoQ) will then be sent to the nominated Financial Officer.

2.2 APPROVING OR REJECTING A REQUEST

As LANDesk is only accessible by UQ staff, Acceptance of Quote (AoQ) approval for external entities will be completed entirely by email. In this event, an email notification outlining the request details and amounts will be sent to the nominated Finance Officer. The Finance Officer will then reply to the email, communicating whether they either accept or reject the AoQ request. In the event Finance Officer rejects the AoQ request, please provide a reason why and the end user that created the request will be advised. A sample email notification can be found below:

Acceptance of Quote (AoQ) - Voice Networks Request R:2588 requires Financial Approval

Patrick O'Callaghan <p.ocallaghan@its.uq.edu.au>

 Extra line breaks in this message were removed.

Sent: Mon 24/07/2014 12:01 PM

To:  Rick Darroch

Dear Rick Darroch,

Acceptance of Quote (AoQ) - Total Cost: \$718

The UQ Voice Services Acceptance of Quote (AoQ) request for PABX (Landline) phone services and/or accessories, requires your financial approval. Please find the details of the request below.

As you do not have access to the UQ ITS LANDesk electronic system, please instead reply to this email, stating whether you approve or reject the AoQ request. If you reject the AoQ request, please provide a reason why.

The details of the request are as follows:

Reference Number: R:2588

Total Cost: \$718

Requested Item: [NIPT-24] New IP Telephone – 24 Button

Optional Accessory: [HS-ADIP] Headset for Analogue, Digital and IP Telephones

ITS Voice Services Contact: Patrick O'Callaghan

Financial Delegate: Rick Darroch

Campus: 76 - Princess Alexandra (PA) Hospital, Building: 0922 - Translational Research Institute (TRI), Room: 7243

For assistance with using the LANDesk system, please download and review the following documentation:

<http://its.uq.edu.au/filething/get/12464/Voice%20Services%20User%20Guide%20%2D%20PABX%20%28Landline%29%20Requests%20%2D%20External%20Organisations.pdf>

Regards,
Voice Networks.