

Office of Computing and Communications Process Team

Business Process Name	Voice Services (Webtask Request: Repair (Telephone/Fax Lines))
Who Performs/Owner	Voice Services/ Office of Computing & Communications
Criteria	-Receiving Webtask Request.
Business Objectives	-To solve the Webtask Request in a timely and efficient manner. -To complete the Webtask Request within three (3) business days. If not, then Voice Services will keep the requester up-to-date of the status until the request has been completed.
Inputs/Data entered/How and who initiates?	-Assigned Personnel. -Voice Services Manager. -Assigned Voice Technician. -Requester.
Outputs/Information or Reports generated	Webtask Request is viewable for the Assigned Voice Technician.
Prep Needed before completing task/What has to be done prior to performing the business process?	-Contact requester for availability. -Gathering of, if applicable, tools/resources (hardware/software).
Process begins/ What is the starting point?	Webtask Request submitted.
Process ends/ What is the ending point?	Completion comments from the Assigned Voice Technician.
Affected Offices	N/A
Volume/Frequency	-7 days a week. -24 hours a day.
Steps in Completing the Business Process	<ol style="list-style-type: none"> 1. Assigned Personnel Logs into Webtask. 2. Assigned Personnel checks to make sure that all required¹ information is in the request. <ol style="list-style-type: none"> a. If all required information is in the request, then: <ol style="list-style-type: none"> i. Assigned Personnel assigns request to the Voice Services Manager. b. If all required information is NOT in the request, then: <ol style="list-style-type: none"> i. Assigned personnel contacts requester and collect all required information and input it into the comment section.

¹ Required = Telephone/Fax Number with an Issue/Request, Building, Floor, Room/Office Number, Department Name, Owner of the Telephone with an Issue/Request, and/or Contact person with an email address and telephone number.

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	<p>ii. Repeat steps 2.a.i.</p> <ol style="list-style-type: none">3. Voice Services Manager assigns request to appropriate Voice Technician or to him/herself.4. Assigned Voice Technician views his/her request.5. Assigned Voice Technician makes contact with the requester for availability.6. Assigned Voice Technician, if applicable, gathers tools/resources (hardware/software) that he/she needs to solve the request.7. After assigned Voice Technician has completed the request, he/she comments that request has been done.8. Assigned Voice Technician sends to "Pending Review" status.9. Assigned Personnel closes the request out and change the status to "Finalize". <p>Note: Some request (software issues/request), the Voice Service Manager has to assist the Voice Service Technician and/or resolve the request.</p>
Timeline/Dates tasks performed	<p>-Contact made in the first 24 hours of time request was created.</p> <p>-Daily-7 days a week and 24 hours a day.</p>
Issues or questions to resolve	<p>-Generate a signature sheet² for requester.</p>
Improvements to be made	<p>-Accurate requester's information that is currently in Webtask.</p> <p>-Make the things in the footnote be required fields when the end-user submits Webtask Requests.</p>
Things needed from the system (Reports)	

² Signature Sheet= Verification that when OCC's Voice Services finished the request that everything is working and the request was solved.