



Voice Mail Conversion – from Centrex to Integra Frequently Asked Questions for Telecommunications Coordinators

Why is the SIMON voice messaging system being replaced?

The hardware used for SIMON has reached end of life, and the vendor does not want to continue to support it.

What is the new system, and who manages it?

The new system is Integra Voice Mail, and it will be offered as a service by CTS.

Will we have to submit orders to convert to the new system?

No. Existing voice mail boxes will automatically be added to the new system.

When will the cutover(s) be scheduled?

The cutovers will occur by city starting in May and continue through the end of June. For example, all of the voice mail boxes in Lacey will switch on the same day.

Will I need to setup a new voice mail box?

Yes. The new voice mail boxes will be available one week prior to cutover, and staff should have their new voice mail initialized and greetings recorded prior to the cutover date. If individual mail boxes are not initialized by the cutover, callers that reach the new voice mail box will not get a personal greeting.

How many classes of service will be available with Integra Voice Mail?

There is only one class of service, and it includes features and storage equivalent to the current SIMON premium service. The service also includes *unified messaging*, which allows users to receive their voice mail in their email as a .wav file attachment. The voice mail box can also be set up to simply send an email notification without a .wav file. While *unified messaging* is available at no additional charge, users do need to activate it through a simple-to-use website.

Will greetings be converted?

No. Users will need to set up their new Integra mail box. This can be done by dialing the new access number and following the step-by-step instructions.

Will messages be converted?

No. Integra doesn't offer the ability to forward messages from SIMON.

How long after the conversion will my old voice mail be available?

Your old voice mail will be available for five (5) working days and can be accessed by dialing your current access number.

Will training be offered?

Integra uses the same telephone keypad feature access as the current system, such as 1 to retrieve messages, 7 to delete or 9 to save messages. Step-by-step instructions on setting up the new voice mail boxes will be sent to Telecommunications Coordinators for distribution to end users.

What are some of the similarities and differences between SIMON and Integra?

The commands for basic functions such as checking, saving and forwarding messages or changing greetings are identical.

- Integra supports the capability to dial your phone number and, at the greeting, press the 7 key to access the voice mail box.
- Unified messaging will be available to send voice mail messages to your Outlook mail box.

As the Telecommunications Coordinator, what information will CTS send prior to the cutover?

CTS will email the following information:

- A list of all mail boxes and planned cutover dates by May 4.
- A list of all voice mail system access numbers by city at least two weeks prior to cutover.
- PDF user guides for both voice mail and email setup at least two weeks prior to the scheduled cutover.

If you have multiple locations, all information will be sent before the first location is scheduled for cutover.

What is the role of the Telecommunications Coordinator for the change to the new voice mail system?

- Work with CTS to coordinate user conversion to the new voice mail system. This includes verifying information from the list that will be provided prior to the cutovers; notifying users of cutover schedules; distributing training documents and other user information.
- To be the single point of contact with CTS for any voice mail questions prior to cutover.
- To be the contact in the agency to take and forward trouble reports after the cutover.

Who do I contact if I have a problem after the cutover?

CTS will provide you with a specific help line to report problems for the first two days after the conversion. CTS staff will answer the call, note the problem, notify the appropriate vendor to fix the problem and report back to the Telecommunications Coordinator when the issue is resolved. After the first two days, any problems should be directed to the CTS Service Desk at 360-753-2454 or ServiceDesk@cts.wa.gov.