Service Request for the Enterprise Voice Project

Table of Contents
1. Introduction ................................................................................................................................. 1
2. Ticket Submission for the Enterprise Voice Project ................................................................. 1
3. Email Verification of Ticket Submission ...................................................................................... 2
4. Working on the Ticket .................................................................................................................. 2

1. Introduction
This procedure details the steps to follow to submit a service request (Footprints ticket) for work associated with the Enterprise Voice Project (EVP) to the BOR Service Desk. Service Requests of this nature will be assigned to Presidio Network Project and the Voice System teams in Footprints. The submitter (contact) and all assigned teams will receive notifications when a ticket is submitted.

2. Ticket Submission for the Enterprise Voice Project
The steps to submit an EVP service request to the BOR Service Desk is as follows:

1. Send an email to the BOR Service Desk (BOR-ServiceDesk@ct.edu)
   Note: Do not CC or BCC BOR-ServiceDesk@ct.edu it should be in the TO: only.

2. Make sure that the subject line starts with EVP:

3. In the body of the message, clearly describe the request with detailed information. If needed attach any supporting documents.
3. **Email Verification of Ticket Submission**

Within a few minutes after the ticket is submitted, the submitter and the assigned teams (Presidio Voice Project, Voice Systems) will receive a verification email with the ticket information.

4. **Working on the Ticket**

The assigned teams (Presidio Voice Project, Voice Systems) will have access to the ticket in Footprints and will work it through the normal ticket workflow.

These Tickets will be initially categorized as the following:

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Area</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request</td>
<td>Voice Services</td>
<td>Enterprise Voice Project</td>
</tr>
</tbody>
</table>

Note: More details can be found on the Footprints support page.