

Service Request for the Enterprise Voice Project

Scope: CCC	Revision Date: 3/7/16
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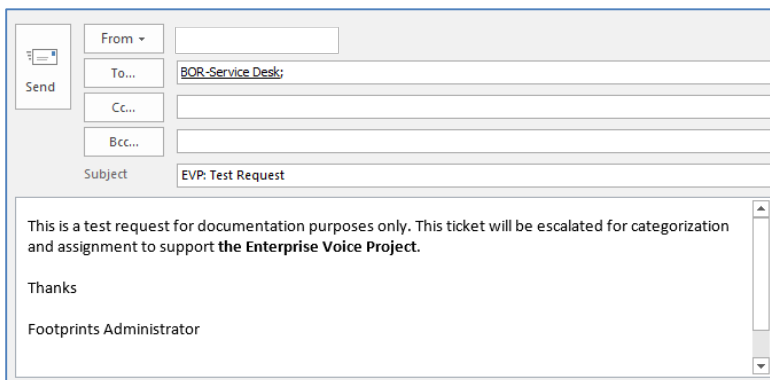
1. Introduction

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.



The screenshot shows an email composition window with the following details:

- From:** [Empty field]
- To:** BOR-ServiceDesk@ct.edu
- Cc:** [Empty field]
- Bcc:** [Empty field]
- Subject:** EVP: Test Request
- Message Body:**

This is a test request for documentation purposes only. This ticket will be escalated for categorization and assignment to support the Enterprise Voice Project.

Thanks

Footprints Administrator

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.

When replying, type your text above this line.



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This is an automated message from the BOR Service Desk. The request ticket for **Scott Whitman** (SWhitman@commnet.edu) has a status of **ASSIGNED**. Below is the most recent update to your ticket. When contacting the BOR Support Center, please make sure to reference your ticket number: **26621**

MOST RECENT DESCRIPTION:

Entered on 03/01/2016 at 3:44:57 PMEST (GMT-0500) by Escalated:
This ticket has been assigned to Presidio Voice Project Team.

[Click here to view Ticket in Browser](#)

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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:

Request Type	Area	Category
Service Request	Voice Services	Enterprise Voice Project

Note: More details can be found on the [Footprints support page](#).