

INFORMATION TECHNOLOGY SERVICES VOICE SERVICES



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

User Guide PABX (LANDLINE) REQUESTS UQ FINANCIAL DELEGATES

VERSION 1.0

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1.0 INTRODUCTION

1.1 OVERVIEW

ITS Voice Services will now process all requests for PABX (Landline) phone services and/or accessories using the ITS LANDesk electronic system (<https://servicedesk.its.uq.edu.au>). The charging for all requests will then be processed as a journal transaction in UniFi after the work has been completed.

All requests lodged with this system will need to be created via the following two options:

1. **Helpline Assisted** → Assisted over the phone by Telephone Helpline (Extension 51000).
The Financial Delegate is nominated within the request form and then emailed to approve the request, via an electronic AoQ.
2. **Self Service** → Financial Delegate completes the request form.

Helpline Assisted (Section 2): For convenience and ease of use Financial Delegates can phone 51000 and make their request over the phone. The request will be forwarded onto the Financial Delegate for electronic Acceptance of Quote (AoQ) before being processed.

Self Service (Section 3): The Financial Delegate's (FD) will log into the LANDesk system and browse the service catalogue in order to find their required service catalogue item. Upon clicking the 'Request Service' button the FD will be presented with the appropriate form to complete. This will then pass to the Voice Services team for verification, processing and provisioning.

1.2 GENERAL INFORMATION

The LANDesk system provides an electronic Service Catalogue which includes all PABX (Landline) phones, services, accessories and features that The University has to offer.

All Voice Services requests for PABX (Landline) phones/services/accessories processed through LANDesk, will require formal Financial Delegate's approval.

All requests will require a nominated UniFi chart-string or a UniFi purchase order number as a prerequisite to obtaining formal AoQ (Acceptance of Quote) approval.

Notifications of work progress generated by the LANDesk system will be communicated via email. These email notifications will include a URL for easy access to the pertaining request.

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 the electronic LANDesk system on your behalf. In addition to the standard request details, you will need to provide your:

1. Business Unit, Financial Delegate and a **UniFi Chart-string** for charging purposes; *OR*
2. Business Unit, Financial Delegate and a **UniFi Purchase Order Number**.

2.2 APPROVING AN ELECTRONIC A.O.Q.

After the Telephone Helpline has created the request, the nominated Financial Delegate will receive an email notification directing them to LANDesk in order to approve or reject the electronic AoQ request. The email notification will have a URL to access the LANDesk Voice Services request via the web browser. A sample email notification can be found below:

Acceptance of Quote (AoQ) - Voice Networks Request R:1886 requires Financial Approval

itsupportdesk@its.uq.edu.au

Extra line breaks in this message were removed.

Sent: Mon 24/03/2014 12:01 PM

To: Zita Megyeri

Zita Megyeri,

PLEASE DO NOT REPLY TO THIS AUTOMATED EMAIL

Acceptance of Quote (AoQ) – Total Cost: \$520
[NIPT-24] New IP Telephone – 24 Button, Request R:1886 has been assigned to you for Financial Approval.

Open the LANDesk request (AoQ) via the following link and choose to accept/reject the request (by clicking the “Approve AoQ” or the “Reject AoQ” accordingly in the top left corner):

https://servicedesk.its.uq.edu.au/ServiceDesk.WebAccess/object/open.rails?class_name=RequestManagement.Request&key=490a9483-9fac-4159-97b4-cdc029d41084

The details of the request are as follows:
Reference Number: R:1886
Total Cost: \$520
Requested Item: [NIPT-24] New IP Telephone – 24 Button
Optional Accessory: [HS-ADIP] Headset for Analogue, Digital and IP Telephones
Contact: Jennika Callaghan
Financial Delegate: Zita Megyeri
Campus: 01 - St Lucia, Building: 0061 - JD Story Administration Building, Room: 405

For assistance with using the LANDesk system, please download and review the following documentation:
<http://its.uq.edu.au/filething/get/12464/Voice%20Services%20%2D%20Fixedline%20%28PABX%29%20Requests%20%2D%20UQ%20Financial%20Delegates.pdf>

Regards,
Voice Networks.

1. To open the LANDesk request in a browser, click on the URL within the email. You will be required to enter your UQ username and password, before being redirected to the LANDesk request page.

SECTION D: AUTHORIZATION OF EXPENDITURE (Please ensure this section is fully completed for works request to proceed)

Financial Delegate Details

Financial Delegate: Zita Megyeri
 External Financial Office:
 External Financial Email:

Payment Details

Payment Type: UNIFI Account Code

UNIFI Codes ** Note: Use the 'New UNIFI Code' field if your UNIFI chart string does not appear in the list **

1. Installation and Service: 8433101-01-101-41-706110
 2. Charging of Calls:

** New UNIFI Code ** ** New UNIFI Code **

(Optional) Project Code: (Optional) Project Code:

(Optional) FFT: (Optional) FFT:

I certify that the above goods/services are required and a legitimate charge to the account specified (click 'Save' to update Total Cost)

I Agree: Yes Total Cost: \$ 520.00

2. Verify all of the form details are correct, paying particular attention to Section D. Verify the Unifi chart-string field is correct.
3. Confirm the 'I Agree' field at the bottom of the request form ('Yes' if you plan to accept the AoQ / 'No' if you plan to reject).

Request - 2

Save and Close Save Cancel Action

Actions

- Approve AoQ
- Reject AoQ

SECTION A: REQUEST CONTACT DETAILS - FOR UNIFI CATALOGUE ORDERS, PLEASE QUOTE THE LANDESK NUMBER ABOVE

Contact Details

Contact Name: Zita Megyeri
 Contact Phone: 51326
 Business Unit No.: 33100
 Department: Legal Office

Current Status

Assigned Group: UQ Financial Delegates
 Assignee: Zita Megyeri
 Current Status: Awaiting Financial Approval

SECTION B: DETAILS OF INSTALLATION WORKS REQUIRED

1. Phone Service Details

Work Type: New Phone or Service
 Phone or Service: [NIPT-24] New IP Telephone – 24 Button
 Description: Provision of a colour display DT700 Series IP Telephone service. Includes a new extension number and multi-line programming. This is a SIP based handset which also provides an extra Gigabit switch-port for connectivity of a PC or laptop.

2. Service Restrictions

Call Restrictions: 04 – LOCAL
 Pin Requirement: 00 – No Pin Required

4. Click 'Save' (only required if you have made changes to the form).
5. Then click the 'Accept AoQ' button. This action accepts the electronic AoQ.

2.3 REJECTING AN ELECTRONIC A.O.Q.

In the event you wish to reject the AoQ, you will be required to enter a reason for the rejection. The request contact person will then be notified by email (and include the reason why the request was rejected).

New Rejection

Save and Close Save Cancel Action

Rejection - Please note details entered below will be available to the requestor

Reason:

Rejected: 16 September 2014	13:10:38	By: Zita Megyeri
Updated: 16 September 2014	13:10:38	By: Zita Megyeri

6. Provide the reason why the request was rejected.
7. Click 'Save and Close' to finish.

3.0 SELF SERVICE

3.1 LANDESK 'VOICE SERVICES SUPPORT' DASHBOARD OVERVIEW

Upon logging into LANDesk, you will be directed to the default Self Service dashboard. Click on the 'Voice Services Support' link in the left hand side navigation pane to access the Voice Services Dashboard.

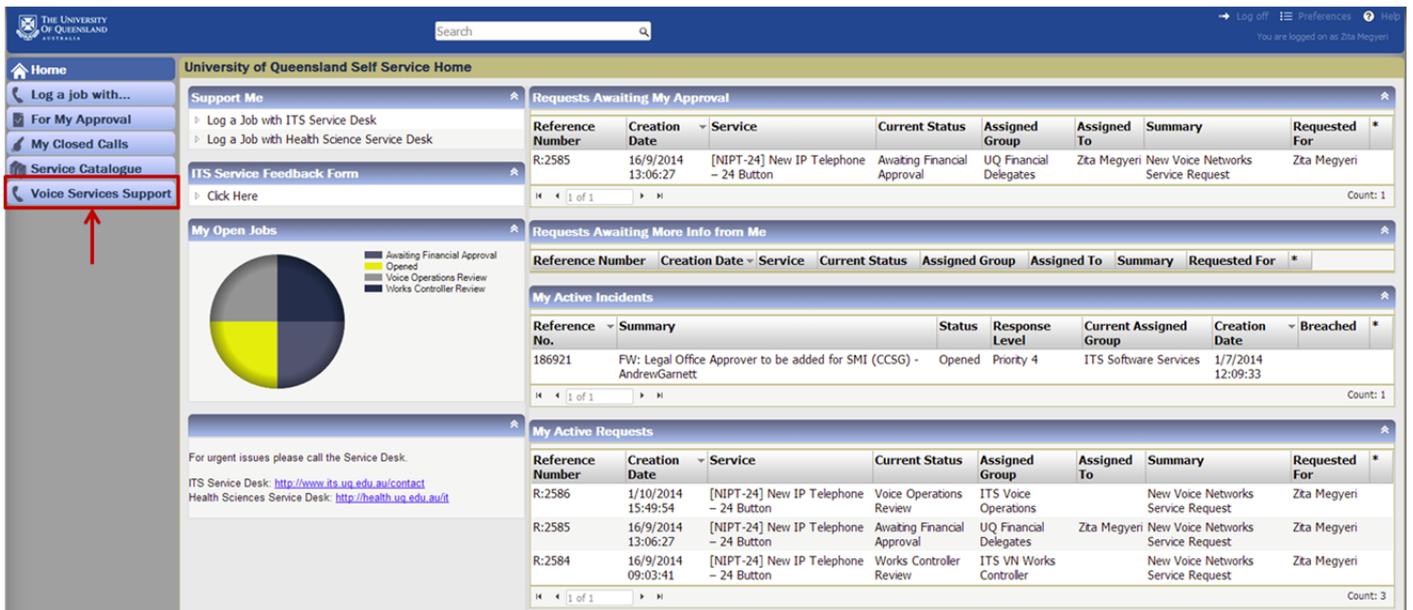


Figure 3.1.1 – LANDesk Default (Home) Dashboard

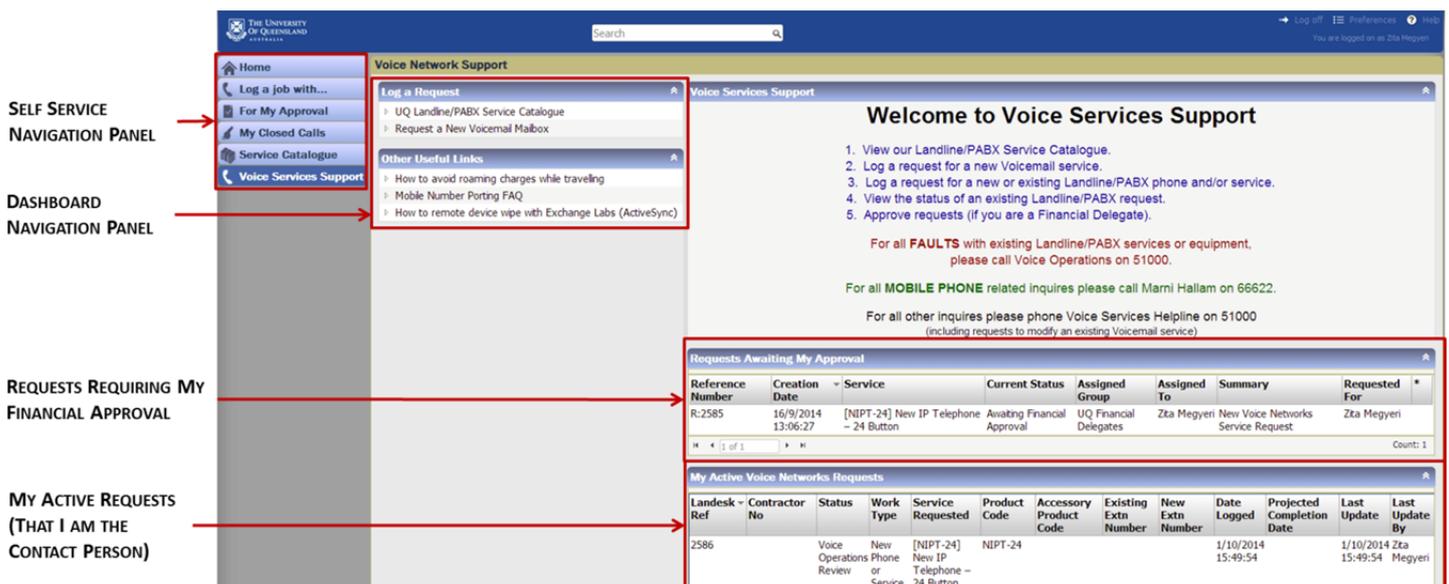


Figure 3.1.2 – LANDesk 'Voice Services Support' Dashboard

3.2 SERVICE CATALOGUE

3.2.1 SERVICE CATALOGUE OVERVIEW

The screenshot shows the 'Service Catalogue' page. On the left, a navigation panel lists categories like 'Service Catalogue (360)', 'Client Services (6)', 'UN Projects (4)', 'Voice Networks (339)', and 'Landline / PABX (90)'. The 'Landline / PABX' category is expanded to show sub-items: '1. New Phone or Service (22)', '2. Move or Alter Existing Service (6)', '3. Accessories & Features (61)', '4. Voicemail (1)', and 'Mobile Services (249)'. The main content area displays three service items, each with a 'Request Service' button. Red arrows point from text labels to specific elements: 'SELF SERVICE NAVIGATION PANEL (CONDENSED)' points to the left-hand navigation icons; 'SERVICE CATALOGUE CATEGORIES / GROUPS' points to the category list; 'SERVICE CATALOGUE ITEMS' points to the service cards; and 'CLICK TO REQUEST ITEM' points to a 'Request Service' button.

You can access the Service Catalogue via the following URL:

https://servicedesk.its.uq.edu.au/ServiceDesk.WebAccess/ss/search/search.rails?search_type=ServiceCatalogue&taxonomy_path=Service%20Catalogue/Voice%20Networks/%E2%97%8F%20Landline%20%2F%20PABX/&requesting_user=2cba4bd5-c208-4733-a858-a35cf02ee30f&s=

3.2.2 SERVICE CATALOGUE SEARCH OVERVIEW

A user can search for catalogue items via the Service Catalogue search field. Searches can be performed by key word or the product code.

The screenshot shows the search results for 'ip dect'. The search field contains 'ip dect' and the results are filtered to show 'Landline / PABX (7)'. Two service items are displayed: '[IP-DECT-CS] IP DECT Cell Station' with a cost of \$1480, and '[IP-DECT-Net] IP DECT Network'. A red arrow points to the search field.

3.3 CREATING A REQUEST

The screenshot shows the 'Voice Networks Support' dashboard. The left sidebar has a 'Service Catalogue' link (1) and a 'Voice Networks Support' link (2). The main content area includes a 'Welcome to Voice Networks Support' section with a list of instructions: 1. View our Landline/PABX Service Catalogue. 2. Log a request for a new Voicemail service. 3. Log a request for a new or existing Landline/PABX phone and/or service. 4. View the status of an existing Landline/PABX request. 5. Approve requests (if you are a Financial Delegate). Below this, there are contact instructions for faults and mobile phone related inquiries. At the bottom, there is a table titled 'Requests Awaiting My Approval' with columns: Reference Number, Creation Date, Service, Current Status, Assigned Group, Assigned To, Summary, and Requested For.

Reference Number	Creation Date	Service	Current Status	Assigned Group	Assigned To	Summary	Requested For
R:2584	16/9/2014 09:03:41	[NIPT-24] New IP Telephone - 24 Button	Awaiting Financial Approval	UQ Financial Delegates	Zta Megyeri	New Voice Networks Service Request	Zta Megyeri

- To begin, login to LANDesk and open up the Voice Services Dashboard (as per section 2.1).
<https://servicedesk.its.uq.edu.au/ServiceDesk.WebAccess/wd/Dashboard/open.rails?id=74516e62-17fb-4ea0-a1cd-69ea0a1efb25>
- Click the 'UQ Landline/PABX Service Catalogue' button.

The screenshot shows the 'Service Catalogue' page. The left sidebar has a 'Find' field (3) and a tree view of service categories. The main content area displays details for two services: '[NIPT-24] New IP Telephone - 24 Button' and '[NIPT-24-HO] New IP Telephone 24 Button - Handset Only'. Each service entry includes a description, a cost, and a 'Request Service' button (4).

- Use either the Catalogue category list to drill down and find the desired catalogue item OR alternatively use the Service Catalogue 'Find' field to search for catalogue items (eg. either by catalogue code "NIPT-24" or title "IP Telephone").
- Click the "Request Service button" to commence the request

3.4 COMPLETING THE REQUEST FORM

3.4.1 SECTION A: CONTACT DETAILS

[A1] CONTACT DETAILS

- CONTACT NAME:** This will auto-populate as the current user logged into LANDesk. Set this to be the person who Voice Services will liaise with for the request. This field will auto-complete as you type.
- CONTACT PHONE:** This will auto-populate.
- BUSINESS UNIT NO:** [Mandatory] Enter the Business Unit that is paying for phone or service.
- DEPARTMENT:** [Mandatory] Enter the department of the contact person.

[A2] CURRENT STATUS

- ASSIGNED GROUP:** The current group the request is with.
- ASSIGNEE:** The current person the request is assigned to.
- CURRENT STATUS:** The current state of the request.

3.4.2 SECTION B: DETAILS OF INSTALLATION WORKS REQUIRED

[B1] SERVICE CATALOGUE ITEM DETAILS

These fields are all read-only and will auto-populate based on the Service Catalogue Item selected.

[B2] SERVICE RESTRICTIONS (IF APPLICABLE)

CALL RESTRICTIONS: Regional restrictions for outgoing calls (leave as default value if not applicable).

PIN REQUIREMENTS: Pin restrictions for outgoing calls (leave as default value if not applicable).

[B3] ADDITIONAL ACCESSORY OR FEATURE (OPTIONAL)

SELECT ITEM: Select any additional accessory or feature that you require.

DESCRIPTION: This will auto-populate based on the Service Catalogue Item selected.

[B4] USER DETAILS OF EXISTING SERVICE (IF APPLICABLE)

EXISTING USER: Owner of the existing service (if applicable). This field auto-completes as you type.

EXISTING EXTENSION NO: Extension number of the existing service (if applicable).

[B5] DESTINATION LOCATION OF SERVICE CATALOGUE ITEM

CAMPUS: [Mandatory] Destination campus for Service Catalogue item.

BUILDING: [Mandatory] Destination building for Service Catalogue item.

ROOM NUMBER: [Mandatory] Destination room number for Service Catalogue item.

[B6] FURTHER INFORMATION

FURTHER INSTRUCTIONS: Use this section for indicating multiline appearances and/or other special requirements or information.

DATE REQUIRED: The date the service is required (Minimum 10 days' notice).

3.4.3 SECTION C: DIRECTORY INFORMATION DETAILS

The screenshot shows a web form titled "SECTION C: DIRECTORY INFORMATION DETAILS (For owner of new or altered service)". The form is divided into two main sections. The left section, titled "C1. Service Catalogue Item - End User Details", contains five input fields: "1. First Name", "2. Surname", "3. Initials", "4. Title", and "5. Position". The right section contains six input fields: "6. Staff No", "7. Secretary No", "8. Published No", "9. Nearest Fax", "10. Silent Entry", and "11. Email Address". Each field is represented by a text box with a corresponding number and label.

[C1] SERVICE CATALOGUE ITEM – END USER DETAILS

Complete the end user details for whom the service catalogue item is being provided. This will then be updated in UQ's call directory system and UQ contacts for all new or existing services.

3.4.4 SECTION D: AUTHORISATION OF EXPENDITURE

SECTION D: AUTHORISATION OF EXPENDITURE (Please ensure this section is fully completed for works request to proceed)

<p>D1. Financial Delegate Details</p> <p>Financial Delegate <input type="text"/></p> <p>External Financial Office <input type="text"/></p> <p>External Financial Email <input type="text"/></p>	<p>D2. Payment Details</p> <p>Payment Type <input type="text"/></p>								
<p>D3. UNIFI Codes ** Note: Use the 'New UNIFI Code' field if your UNIFI chart string does not appear in the list **</p> <table style="width: 100%;"> <tr> <td>1. Installation and Service <input type="text"/></td> <td>2. Charging of Calls <input type="text"/></td> </tr> <tr> <td>** New UNIFI Code ** <input type="text"/></td> <td>** New UNIFI Code ** <input type="text"/></td> </tr> <tr> <td>(Optional) Project Code <input type="text"/></td> <td>(Optional) Project Code <input type="text"/></td> </tr> <tr> <td>(Optional) FFT <input type="text"/></td> <td>(Optional) FFT <input type="text"/></td> </tr> </table>		1. Installation and Service <input type="text"/>	2. Charging of Calls <input type="text"/>	** New UNIFI Code ** <input type="text"/>	** New UNIFI Code ** <input type="text"/>	(Optional) Project Code <input type="text"/>	(Optional) Project Code <input type="text"/>	(Optional) FFT <input type="text"/>	(Optional) FFT <input type="text"/>
1. Installation and Service <input type="text"/>	2. Charging of Calls <input type="text"/>								
** New UNIFI Code ** <input type="text"/>	** New UNIFI Code ** <input type="text"/>								
(Optional) Project Code <input type="text"/>	(Optional) Project Code <input type="text"/>								
(Optional) FFT <input type="text"/>	(Optional) FFT <input type="text"/>								
<p>D4. Cost Details</p> <p>Service Product Code <input type="text" value="NIPT-24"/> Service Cost: \$ <input type="text" value="0"/></p> <p>Accessory Product Code <input type="text"/> Accessory Cost: \$ <input type="text" value="0"/></p>									
<p>D5. I certify that the above goods/services are required and a legitimate charge to the account specified (click 'Save' to update Total Cost)</p> <p>I Agree <input type="text"/> Total Cost: \$ <input type="text" value="0.00"/></p>									

[D1] FINANCIAL DELEGATE DETAILS

FINANCIAL DELEGATE:

The financial delegate that is authorising to approve payment. If the required Financial Delegate is not listed please contact The Telephone Helpline on extension 51000. This field will auto-complete as you type.

[D2] PAYMENT DETAILS

PAYMENT TYPE:

[Mandatory] Choose the Payment Type method (i.e. UniFi, or Purchase Order).

PURCHASE ORDER NO:

Only applicable (and mandatory) if Payment Type is a Purchase Order.

[D3] UNIFI CODES

1. INSTALLATION AND SERVICE: [Mandatory] The UniFi chart-string associated with the purchase of the service catalogue item(s). The list is filtered based on your Business Unit (in section A1). *To make things quick and easy, it will also auto-populate by entering the code or name of the chart-string's Operational Unit, Site, Fund, Function or Account (eg. 'Legal', 'Medical', 'SDVC' 'Lucia', 'Operating', 'Admin', 'Phone', etc...) and is case-insensitive. If your UniFi chart-string is not in the list, choose the "Not Listed" option and manually enter your UniFi chart-string in the 'New UniFi Code' field below.*

2. CHARGING OF CALLS:

The UniFi chart-string for any ongoing costs associated with the service catalogue item(s). *To make things quick and easy, it will also auto-populate by entering the code or name of the chart-string's Operational Unit, Site, Fund, Function or Account (eg. 'Legal', 'Medical', 'SDVC' 'Lucia', 'Operating', 'Admin', 'Phone', etc...) and is case-insensitive. If your UniFi chart-string is not in the list, choose the "Not Listed" option and manually enter your UniFi chart-string in the 'New UniFi Code' field below.*

** NEW UNIFI CODE **:

This field is only required (and mandatory) if the UniFi chart-string field is set as "Not Listed". Enter the UniFi chart-string you require.

(OPTIONAL) PROJECT CODE: The UniFi chart-string’s project (if applicable).

(OPTIONAL) FFT: The UniFi chart-string’s Free Form Text details (if applicable).

[D4] COST DETAILS

All fields in this section are read only and auto-populate.

[D5] CERTIFICATION

I AGREE:

[Mandatory] Choose ‘Yes’ from the drop-down list. This will certify that the above goods/services are required and are a legitimate charge to the UniFi chart-string specified. **Note: if the Total Cost field is incorrect or has not updated to reflect any changes, click the ‘Save’ button at the top of the form for it to recalculate.**



3.4.5 SAVE AND CLOSE

Click the ‘Save and Close’ button at the top of the form when done and your request will be forwarded to The Telephone Helpline for processing.

