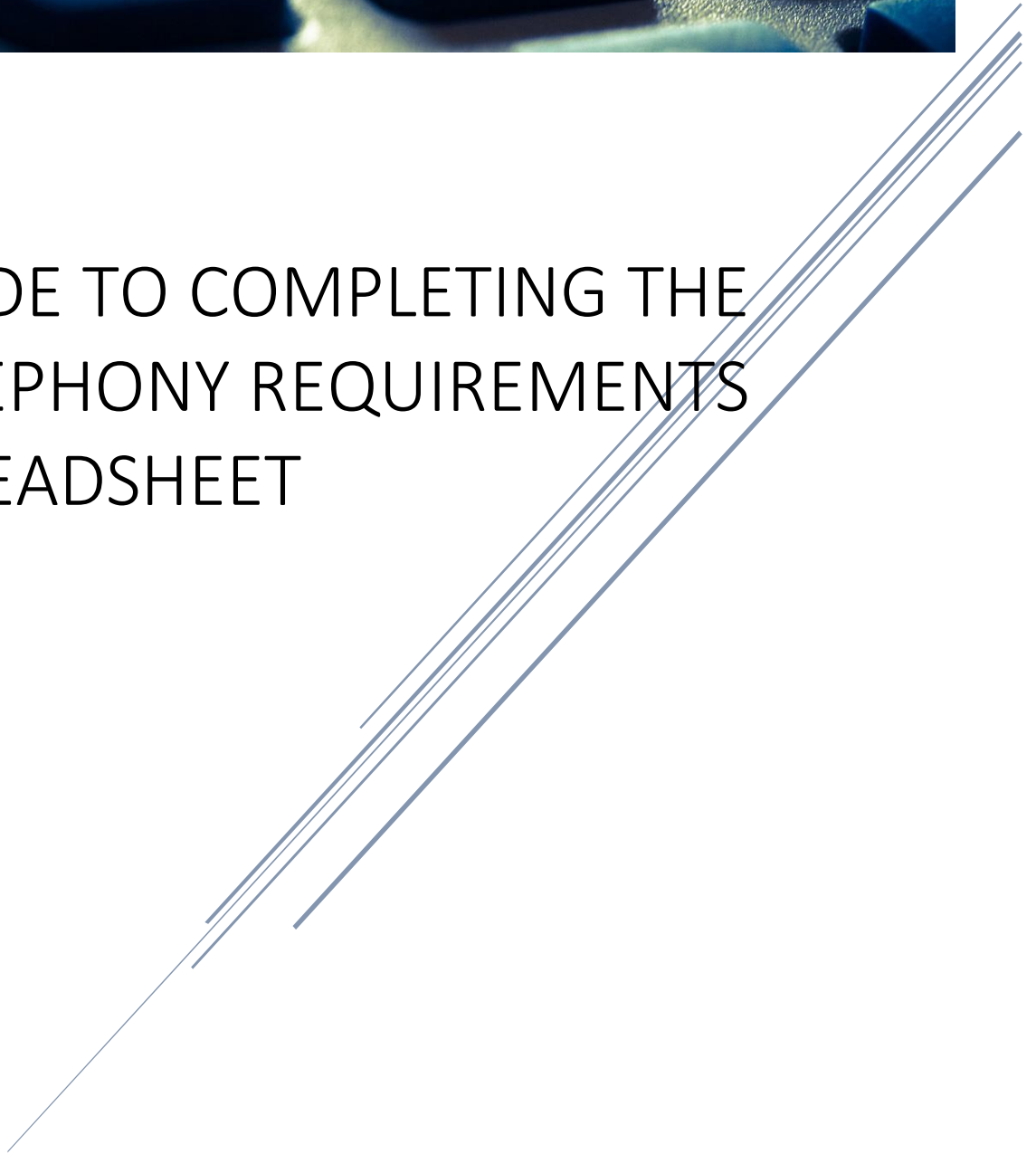




GUIDE TO COMPLETING THE TELEPHONY REQUIREMENTS SPREADSHEET



Data Gathering Introduction

To ensure telephony services for the extensions under your cost centre(s) are correctly provisioned on the new telephone system you are requested to complete and return the accompanying Excel Spreadsheet ('Telephony Requirements') to voice.migration@ucd.ie on or before **Wednesday, 4 December, 2019**.

If you require assistance in completing the spreadsheet, please email voice.migration@ucd.ie.

The Telephony Requirements spreadsheet comprises two worksheets (tabs):

Core Telephony Requirements

This worksheet lists the extensions currently assigned to your School or Unit under your cost centre(s) and details the individual line/extension retention status, extension assignment, call access levels and call redirections.

The prepopulated data has been imported from the telephone billing system and the UCD staff directory. You are required to confirm the accuracy of this data and include any extensions deployed under your cost centre(s) that are not listed in this worksheet.

Additional Telephony Requirements

This worksheet provides the opportunity to detail any additional telephony requirements under your cost centre(s) such as Hunt and Pickup Groups and detail whether there is any expected growth or reduction in the required number of lines/extensions over the next 1-3 years.

Note: There is an example at the end of each section.

Guide for completing the Core Telephony Requirements

This worksheet comprises the following sections, colour-coded for this guide:

1. Line Retention & Assignment (Green)
2. Call Access Level (Orange)
3. Call Redirections (Blue)

Instructions for the completion of each are provided below.

1. Line Retention & Assignment (Green)

For each extension please confirm:

a) whether the line is to be retained:

Where you do not wish to retain the line, set **Retain Line?** to **N**
This extension will not be transferred to the new telephone system

Where you wish to retain the line, set **Retain Line?** to **Y**
This extension will be transferred to the new telephone system

- b) whether the extension number is to be assigned to an individual, multiple users, meeting room, or common area (e.g. lecture theatre, corridor)
c) the building and room number where the extension is located
d) the associated email address of the extension owner (for extensions assigned to individual users)

Any comments may be noted in the Comments field.

Example

Line Retention & Assignment							
Ref	Extension Number	Cost Centre	Retain Line? (Y/N)	Handset assigned to: (Individual/Shared)	Building	Room	Email Address
1	1011	ITServices	Y	Individual	Tierney Building	120	john.smith@ucd.ie
2	1012	ITServices	Y	Common Area	Computer Centre	13	
3	1013	ITServices	N	TBC			
4	1015	ITServices	Y	Multiple Users	Daedalus	G4	

- Extension 1011 is to be **retained** and **assigned to John Smith, based in Tierney Building, Room 120** and the user's email address is noted.
- Extension 1012 is to be **retained** but is **not assigned to a user** and therefore no email address is noted. The handset is based in Computer Centre, Room 13.
- Extension 1013 is no longer required.
- Extension 1015 is to be **retained** but is not assigned to an individual user and therefore no email address is noted. The handset is based in Daedalus Building, Room G4.

2. Call Access Level (Orange)

You are required to confirm the call access level for each extension.

The current call access level configuration on the existing telephone system is shown for each extension listed.

Call access levels are hierarchal, e.g. where 'National Landline' is selected, the extension may dial internal UCD, local landline and national landline telephone numbers. Where 'National Landline & Mobile' is selected, the extension may dial internal UCD, local landline, national landline and mobile telephone numbers.

The call access level options available are listed below.

- a) Internal (UCD)
- b) Local Landline
- c) National Landline
- d) National Landline & Mobile
- e) International Landline and Mobile

Example

		Call Access Level
Ref	Extension Number	Proposed Call Access Level
1	1011	International Landline and Mobile
2	1012	Local Landline
3	1013	Local Landline
4	1015	National Landline & Mobile

- Extension 1011 should be able to make **International & Mobile** calls.
- Extension 1012 and 1013 should be able to make **Local calls only**.
- Extension 1015 should be **limited to National & Mobile** calls.

3. Call Forwarding (Blue)

You are required to confirm the forwarding capability for each extension.

By default, extensions have the capability to forward to voicemail or another UCD extension number and not to a mobile number. Forwarding to a mobile number incurs additional call costs to the University as when the forward is active calls to the extension will be charged a fixed to mobile rate.

It may be desirable that common area extensions e.g. in corridors are configured to be unable to forward to voicemail or other UCD extension numbers.

Example

		Call Forwarding		
Ref	Extension Number	CF to Voicemail (default Y)	CF to another UCD extension (default Y)	CF to mobile (default N)
1	1011	Y	Y	Y
2	1012	N	N	N
3	1013	Y	Y	N
4	1015	Y	Y	N

- Extension 1011 can forward to **Voicemail, to another UCD extension and to a Mobile number.**
- Extension 1012 **cannot** forward to **Voicemail, to another UCD extension or to a Mobile number.**
- Extension 1013 can forward to **Voicemail and another UCD extension but cannot forward to a Mobile number** (This is the default Call Forwarding capability)

Guide for Completing the Additional Telephony Requirements

If needed, any additional telephony requirements not included under Core Telephony Requirements should be detailed in your response to this section.

Unless specified, telephony requirements such as existing pick-up and hunt groups will not be transferred from the old telephone system to the new telephone system.

Any expected growth or reduction in the required number of lines/extensions over the next 12 months should be noted. Where an estimate of the numbers involved can be made this should be included.

Additional telephony requirements may include:

- a) Pick-up groups: extensions configured to have the ability to answer incoming calls to other extensions in the group.
- b) Hunt groups: extensions configured to be part of a call hunting sequence. When calls to an extension are unanswered they are presented to the next extension in the hunt group sequence.
- c) Other telephony requirements, e.g. existing fax machines, existing headset requirements, Freephone numbers etc.

Example

Please detail any required pick-up groups here (e.g. pickup group 1, comprising extensions 1001, 1002, 1003, 1004)
Pick-up group 1, extensions 1015, 1016, 1025 Pick-up group 2 extensions 1016, 1017, 1109, 1170
Please detail any required hunt groups here, listing extensions in the required call presentation sequence (e.g. hunt group 1, sequence 1005, 1003, 1004)
Hunt group 1, sequence 1016, 1109, 1017
Additional Telephony Requirements (e.g. existing fax machines, existing headsets requirements)
1 Fax machine no longer required
Any expected growth or reduction in the overall number of extensions required over the next 12 months.
No growth or reduction in extensions expected