



Service Announcement

May 14, 2012

TO: Telecommunications Coordinators

FROM: Dan Davis, Manager
Telephone Services

SUBJECT: Voice mail conversion schedule for Integra Voicemail

The purpose of this announcement is to follow up on the March 30, 2012, CTS service announcement about [Voice Mail Service](#) and provide schedules and additional details for the conversion of the voice mail system that supports the Centrex systems in many areas of the state.

Voice mail boxes will be converted by city in accordance with the attached schedule. Telecommunications coordinators will be provided a detailed list of mail boxes at least 10 days prior to cutover.

Auto Attendant or Menu Mail boxes will be converted in June. Each agency will be contacted directly with the exact date and mailbox information.

CTS will also coordinate a WebEx session to demonstrate setup procedures and features, and answer any questions about the product and conversion process. The session will be taped in the event personnel cannot attend.

CTS will provide the default password needed for mail boxes setup directly to the telecommunications coordinators. Setup procedures for Integra mailboxes are menu driven and should require less than a minute for most users to complete.

The CTS staff will provide a post-conversion help desk for several days following each cutover. The purpose of this help desk is to correct minor problems immediately and to refer any other issues to subject matter experts. The special help desk number is 360-407-2910.

CTS contacts:

CTS Integra system voice messaging: Cindy Connolly at 360-407-8739
CTS Service Desk: 360-753-2454 or 888-241-7597 or servicedesk@cts.wa.gov

Attachment:

[Conversion schedule by city](#) (Excel file)