



Consolidated Technology Services • WA

Service Announcement

April 27, 2012

TO: Telecommunications Coordinators
FROM: Dan Davis, Manager
Telephone Services
SUBJECT: Voice mail change for Centrex users

This information follows up on the March 30, 2012, CTS service announcement about [Voice Mail Service](#).

Current SIMON voice messaging users on the Century Link Centrex voice mail system will soon change over to the Integra voice mail system. The cutovers will be done by city starting in May.

Consolidated Technology Services (CTS) is developing the cutover schedule and will email it to Telecommunications Coordinators soon.

CTS developed two frequently asked questions documents about Integra voice mail, one for Telecommunications Coordinators and the other for end users. Please review and, where appropriate, customize the user frequently asked questions for your customers.

Before cutovers begin, CTS will email Telecommunications Coordinators a PDF document showing step-by-step instructions on setting up the new voice mail boxes. This is intended for your end users.

If you haven't already done so, please work with your agency management to ensure your employees are aware of the upcoming transition.

Overall, Integra's features are very similar to those included in enhanced SIMON service. The features include unified messaging which allows users the option of receiving their voice mail in their email as a .wav file attachment.

CTS contacts:

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

Attachments:

[FAQs about Integra for Telecommunications Coordinators](#) (PDF)
[FAQs for Integra end users](#) (Word)