Louisiana Office of Technology Services
General Voice Messaging Order Form (OTS-7)

This form is not for use with Hosted Voice Service (HVS). For Voice Messaging through HVS, use Form OTS-60 or OTS-65

General Information

Subscriber's Phone Number _____   Billing Account Unit _____

Site Contact _____   Agency _____

Contact's Phone Number _____

Mailbox Type

☐ Basic Memory Call (100 Mb storage; number of messages depends on length of messages)

☐ Announcement Only Mailbox (maximum 10 minute length; this is a non-message taking mailbox; can be used for after-hours announcements)

Optional Features

☐ Exit Out Feature: If you would like callers to press "0" to exit your mailbox and transfer to another number, provide that 10-digit telephone number. (This number should NOT have voicemail).

_____   ☐ Deactivate Feature

☐ Outcall Notification: If you would like an alert sent to your cell phone or pager when a voice mail message is left in your mailbox, provide pager number OR cell phone number and cell phone carrier.

    ☐ Cell Phone _____   Carrier _____

    ☐ Pager _____

    ☐ Deactivate Feature

Forwarding

Call Forwarding (Required): Unless otherwise specified, if the line is busy or unanswered calls will forward to voice mail. Depending on the type of line and set, OTS-NS will either program the forwarding or provide programming instructions

☐ Non-ISDN. OTS will program the forwarding.

☐ ISDN.

    ☐ Set HAS buttons for call forwarding (CFB/CFDA/CFV). OTS will send programming instructions.

    ☐ Set does NOT have buttons for call forwarding (CFB/CFDA/CFV). OTS will program the features.

Disconnect

☐ Disconnect Mailbox: Unless otherwise specified, forwarding on this number will discontinue when disconnected. If you want this number to forward when busy (CFB) or not answered (CFDA), indicate the 10-digit number here:

CFB to _____   CFDA to: _____

Security Reset   *Note: Mailbox will be removed and reissued. All existing messages will be lost. Upon reset, requestor and TC will be notified by email.*

☐ Authentication Code Reset (8-digit date of birth): There is a one-time charge for this request.

(Password Reset: Refer to Memory Call User Guide 2016 for instructions)

Approval   *All request must be signed by or sent from the email address of the agency Telecommunications Coordinator or OTS-NS project manager.*

Requestor Name	Date	Phone Number	Email

Telecommunications Coordinator	Date	Phone Number	Email

Use Acrobat Reader to open and complete the form. If you can access the OTS Customer Self-Service Ticketing Portal, submit this form by attaching it to a general incident. Refer to Ivanti Self-Service Instructions. If the portal is unavailable, email the completed form to otssupport@la.gov, attention OTS-EUC-VoiceOrders.