BCCS Keeping You Connected

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Customer Service Center (CSC)

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Voicemail Conversion Dates

The Department of Central Management Services, Bureau of Communication and Computer Services will be completing the conversions of the existing Springfield and Chicago voicemail services to the VoIP Enterprise system.

Chicago voicemail services will convert on 8/1/13 after 5:00 p.m. and Springfield voice mail services will convert on 8/9/13 after 5:00 p.m. It is pertinent that all users retrieve messages on the existing system on a daily basis and just prior to dates and times for the conversion as voicemail messages on the existing system will no longer be retrievable after conversion.

As announced in the 6/28/13 bulletin, all requests for changes to the existing system were put on hold as of 7/12/13 until CMS completed the conversion to the new VoIP Enterprise Voicemail System. For any requests that were processed after 7/12/13 that included voice mail services, CMS has tracked these voice mail changes and will schedule them for completion in conjunction with the conversion; therefore, agencies will not need to resubmit new requests for the voicemail services.

The directions to set up new voicemail boxes and menu commands on the VoIP Enterprise Voicemail System were provided in a previous bulletin; however, they are also available on the BCCS website http://www2.illinois.gov/bccs/Documents/BCCSCatalog/VM_Instructions.pdf. Please make sure all users have these instructions prior to the conversion. The access number (4-4400) for this voicemail service is not changing.

If you have any questions regarding this conversion, please contact Vernon Burchett at 217/785-9033. If there are any issues after conversion, please contact the Customer Service Center at 800/366-8768 or 217/524-4784 (in Springfield) then choose Options 4 and 4.