

How to order a new Cisco IP telephone

The process to order a new Cisco IP phone is similar to the process to order a traditional telephone. The help desk is your point of contact to assist when there is an incident that needs attention or you have a request that needs to be fulfilled. The steps below will guide you through the process of contacting the help desk and providing the information that will ensure accurate and timely response.

- Contact the help desk by calling 1-4000 or 1-7500
- Provide the agent your name and a call back number.
- Advise the agent that you are requesting a quote for a new Cisco IP telephone
- Provide the agent information regarding the area (Office, clinical, administration, executive, conference, etc.) the phone will be used in and any special needs or functionality.
- Inform the agent if there are any special requirements such as headset, wall mount, etc.
- Provide the agent the name and email address of the person to whom the phone will be assigned, the physical location (building/office), and if they need voicemail or other services.
- Provide the agent the department cost center or CFC to which the phone will be charged.

The help desk agent will provide you a ticket number and will assign the ticket to the telecommunications team. The telecommunications team will identify the needed device, licensing, and related technology, and obtain a quote on your behalf. Once a quote has been provided, it will be sent to the department contact for approval and processing. Please reply to the associate that provided the quote once the quote is approved and is being processed. Please allow approximately 5 business days for the quote request to be fulfilled by a vendor.

Process the quote through your normal purchasing process. Once the phone is received, the telecommunications team will register and configure it in the phone system, and schedule a time for installation.