



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2012-26
June 1, 2012

To: Department of Transitional Assistance Staff

From:  **Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations**

Re: **EOHHS/Department Voice Mail and Auto-Attendant Upgrade**

Overview

EOHHS will be upgrading the voice mail system to a newer, more robust version of Unity Voice Mail system, Unity Connection. The upgrade will eliminate the problems experienced by DTA users when call volume is extremely high and provide redundancy to allow the system to remain available during maintenance windows. In addition, effective July 1st directory look-ups for the auto attendants will be site specific to ensure that users reach the right person in the right agency.

Purpose of Memo

The purpose of this memo is to inform Department staff about the planned voice mail upgrade.

Implementation Time Frames and Staff Responsibilities

The planned upgrade is scheduled to occur between June 6, 2012 and June 9, 2012. During the migration period:

- changes to voice mail accounts, such as passwords and mailbox greetings, will be frozen to allow for data to be moved from old servers to new servers.
 - phone and voice mail services will continue to be available during the change-over with the exception of a brief outage on Saturday June 9, 2012.
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**Implementation
Time Frames
and Staff
Responsibilities
(cont.)**

- user data including Auto Attendants, passwords, greetings, distribution lists and any or all special features will be copied to the new environment

Note: Voice mails currently saved in the old voice mail system will not be moved from the old platform to the new server. Department staff are encouraged to review voice mail messages and either transcribe the messages or disposition them accordingly.

See the EOHHS Customer Service Center E-mail “Voice Mail Upgrade Announcement” sent on Friday May 25, 2012 for more information.

Further instruction and training for the new system will be forthcoming.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
