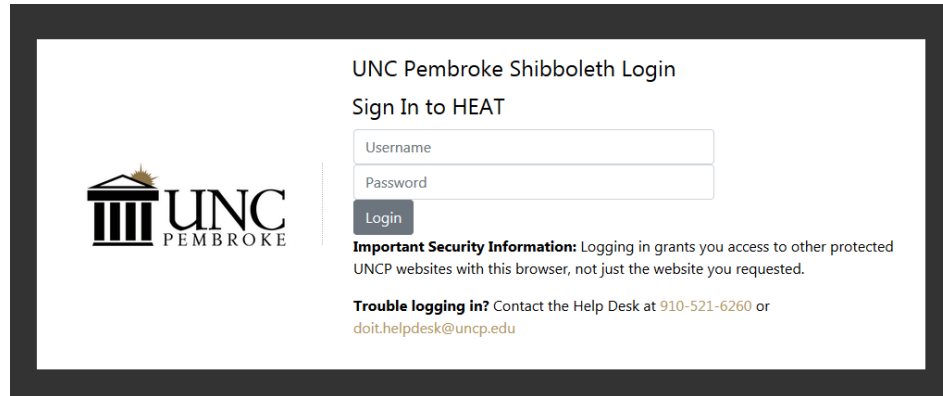


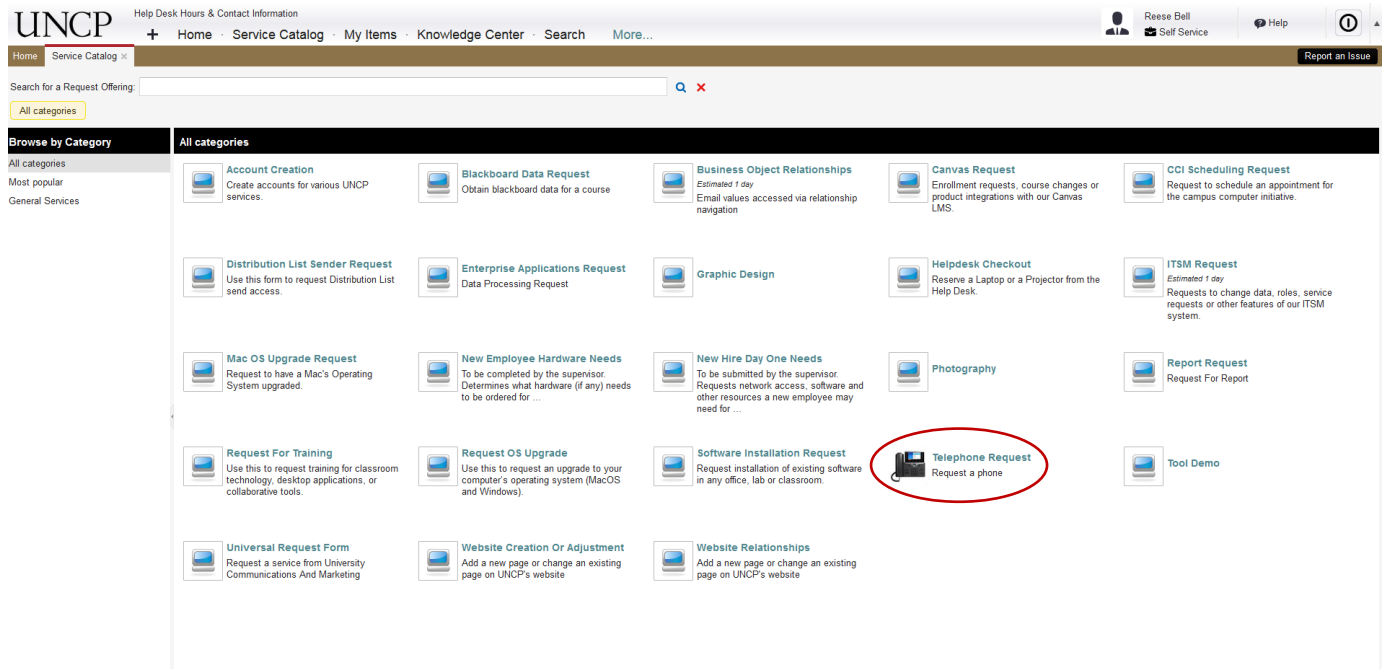
Telephony Service Request Instructions

Log in to HEAT Self Service portal with your network login to request the purchase of your telephone.

<https://unpc.saasit.com/>



After logging in, select **Service Catalog**. Under Browse by Category, click **All categories**. Then click **Telephone Request**.



Next, select Intended Use. Please fill in appropriate information and click **Continue**.

The screenshot shows the 'Intended Use' step of a 'Telephone Request' form. On the left, a navigation menu lists steps: 1. Intended Use (selected), 2. Device Menu, 3. Location, 4. Fund, and 5. Review & Submit. The main area contains four questions with dropdown menus: 'Are you placing this order for yourself or on behalf of someone else?', 'Does the intended owner already have a phone?', 'Will this phone be used as part of a call center?', and 'Will this be an administrative phone needing more than two lines?'. A 'Costs' section on the right shows a 'Total' of 0. At the bottom right, the 'Continue' button is circled in red.

Check the box next to the device you are requesting and click **Continue**.

The screenshot shows the 'Device Menu' step of the 'Telephone Request' form. The navigation menu on the left now has 'Device Menu' selected with a checkmark. The main area displays five device options, each with a small image and a checkbox: 'Speakerphone with 4 buttons that can be programmed for panic button, call center, or speed dials' (Cisco IP Phone 7941 - 4-Button Phone), 'Speakerphone with 5 buttons - Recommended for positions that handle higher call volumes, need additional side cars, or bluetooth/USB headsets. Additional buttons can be programmed for panic button, call center, additional lines or speed dials' (Cisco IP Phone 8851 - 5-Button Phone), 'The Cisco IP Phone 8800 Key Expansion Module extends the capabilities of Cisco IP Phone 8851 with additional buttons and a color LCD display. This key expansion module adds 18 physical keys with access to 18 additional keys, using the page keys, for a total of 36 additional keys' (Side Car), and 'The IP Conference Phone 8831 is a simple, scalable solution that meets the challenges of the most diverse rooms. It provides flexible deployment and extension microphones that can be wired or wireless' (Conference Phone). The 'Costs' section on the right remains at 0. At the bottom right, the 'Continue' button is circled in red.

Complete the Location information for the device and click **Continue**.

The screenshot shows a web application interface for a 'Service Request' process. The breadcrumb trail is 'Home > Service Catalog > Service Request'. The page title is 'Service Offering: Telephone Request' with a sub-header 'Request a phone'. On the left, a progress indicator shows five steps: 1. Intended Use (checked), 2. Device Menu (checked), 3. Location (active), 4. Fund, and 5. Review & Submit. The 'Location' section contains three dropdown menus: 'Department', 'Building', and 'Room'. A 'One Time Price' summary on the right lists 'Cisco IP Phone 7841 ... 264.95 USD' and a 'Total' of '264.95 USD'. At the bottom right, a yellow button labeled 'Continue' is circled in red, next to a '< Go Back' button. A 'Cancel' and 'Review & Submit' button are located at the bottom left.

Enter the fund code for this purchase and click **Continue**.

The screenshot shows the same web application interface, but now the 'Fund' step is active. The progress indicator shows steps 1 through 3 as completed. The 'Fund' section contains a text input field with a red border and a warning icon. A tooltip above the field reads: '* - required' and 'What fund will be used to pay for the * phone?'. The 'One Time Price' summary on the right remains the same. At the bottom right, the yellow 'Continue' button is circled in red. The 'Cancel' and 'Review & Submit' buttons are still present at the bottom left.

Please review and if the information is correct, click **Submit**.

Home Service Catalog: Service Request x Report an Issue

Service Offering: Telephone Request
Request a phone

1. Intended Use ✓
2. Device Menu ✓
3. Location ✓
4. Fund ✓
5. Review & Submit

Review & Submit

Intended Use
Are you placing this order for yourself myself or on behalf of someone else?
Does the intended owner already have yes a phone?
Will this phone be used as part of a no call center?
Will this be an administrative phone no needing more than two lines?

Device Menu

- Cisco IP Phone 7841 - 4-Button Phone
- Cisco IP Phone 8851 - 5-Button Phone
- Side Car
- Conference Phone

One Time Price

Cisco IP Phone 7841 - ...	264.95 USD
Total	264.95 USD

Cancel Submit < Edit/Back Submit

When it is successfully submitted, you should get the Service Request creation completed message shown below.

Home Service Catalog: Service Request x Report an Issue

Service Offering: Telephone Request
Request a phone

1. Intended Use ✓
2. Device Menu ✓
3. Location ✓
4. Fund ✓
5. Review & Submit

Review & Submit

Intended Use
Are you placing this order for yourself myself or on behalf of someone else?
Does the intended owner already have yes a phone?
Will this phone be used as part of a no call center?
Will this be an administrative phone no needing more than two lines?

Device Menu

- Cisco IP Phone 7841 - 4-Button Phone
- Cisco IP Phone 8851 - 5-Button Phone
- Side Car
- Conference Phone

Service Request creation completed
Service Request has been created successfully.
What do you want to do next?
Return to Service Catalog View My Items View Created Request

One Time Price

Cisco IP Phone 7841 - ...	264.95 USD
Total	264.95 USD

Cancel Submit < Edit/Back Submit