

Warren County · Ohio **September 2018 for County Coworkers**

# TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

The screenshots show the Warren County website interface. The top navigation bar includes links for HOME, ONLINE SEARCHES, GENERAL INFORMATION, AUCTION, RECOGNITION, DEPARTMENTS, and COUNTY FORMS. A 'Today's News' section highlights 'Telecom Forms' with a list of links: 'County Coworker Phone Form', 'Data Service Request Form', and 'Submit a Telecom Help Ticket'. A secondary menu lists various services, with 'Telecommunications' and 'Monthly Newsletters' circled in orange.

## Find Telecom Resources on The County Connection

Our 2 most used forms are now available from the intranet: the new Phone Form which is a consolidation of 5 previous colored forms, and the Data Service Request Form (only to be filled out by IT). While most coworkers receive our monthly newsletter straight to email, we also archive them on our website back to 2011! There's also a quick link to Submit a Telecom Help Ticket to help@wcoh.net.

The screenshot shows the Warren County TELECOM website. The 'Newsletters' section lists several archived newsletters from 2018, including 'August 2018 Telecom Matters Public Safety', 'August 2018 Telecom Matters County Coworker', 'July 2018 Telecom Matters Public Safety', 'June 2018 Telecom Matters Public Safety', 'June 2018 Telecom Matters County Coworker', and 'May 2018 Telecom Matters Public Safety'.

## More Departments Join ShoreTel System



In August, our Telephone Team installed and configured the Engineers Office phones at Corwin House and the Map Room. Twenty-one coworkers visited Telecom and received hands-on training that more than 800 County Coworkers have already received. The Map Room also received cordless phones able allowing coworkers to service customers while away from their desk and share call load.

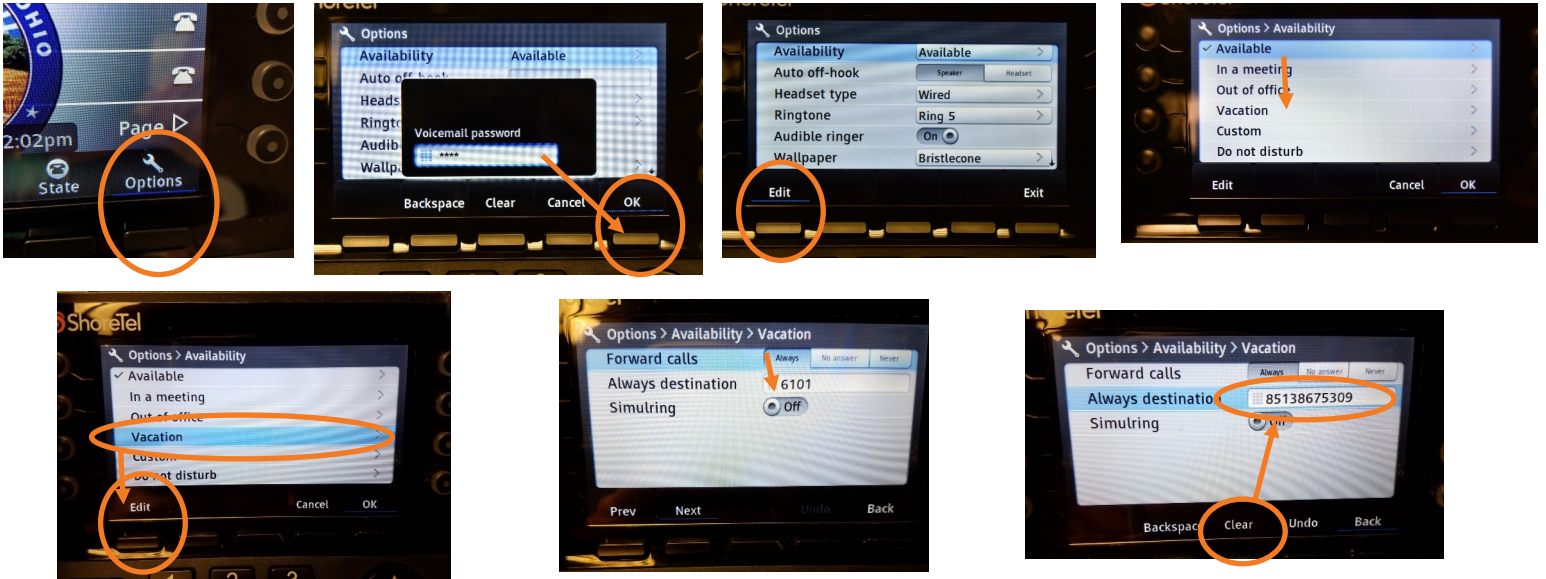
As several departments have done, the Corwin House juggled both the ShoreTel and Nortel systems while fine-tuning features, then on August 28th, they officially cutover to only ShoreTel devices.



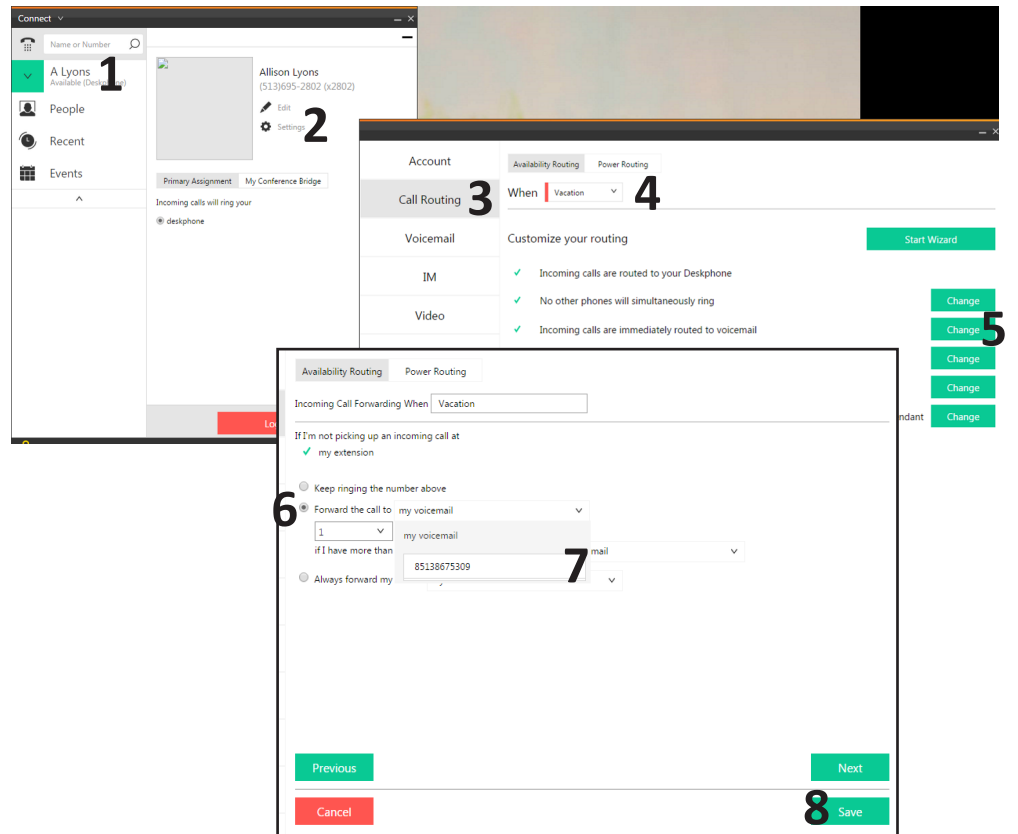
# ShoreTel Tips & Tricks

Tell your phone how to handle incoming calls based on your State! This example always forwards incoming calls to 867-5309 anytime you're in vacation state.

**On the phone:** Press 'Options' Softkey > Enter your Password then press 'OK' Softkey > With your Availability highlighted in blue, Press 'Edit' softkey or your right arrow > Arrow down until Vacation is highlighted in blue > Press 'Edit' Softkey > The default destination is your voicemail (6101) so arrow down and press 'clear' softkey > Type in 85138675309 > Press 'Back' softkey to carefully back out of this page. If you use the left arrow you may accidentally toggle the 'forward calls' line unknowingly. If forwarding to a non-ShoreTel phone you must enter an 8+area code. If forwarding to a coworker's #, you must enter 695 followed by their extension.

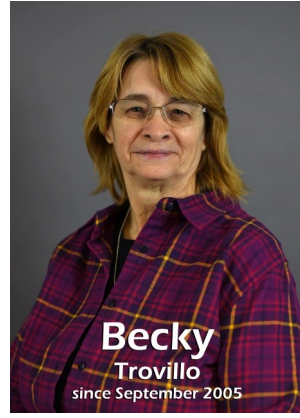
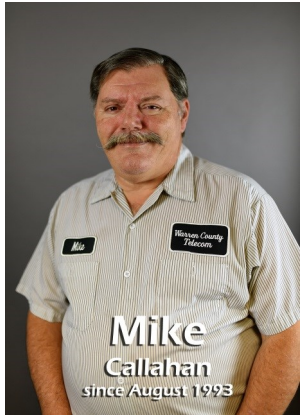


## From Connect Client on your Desktop:





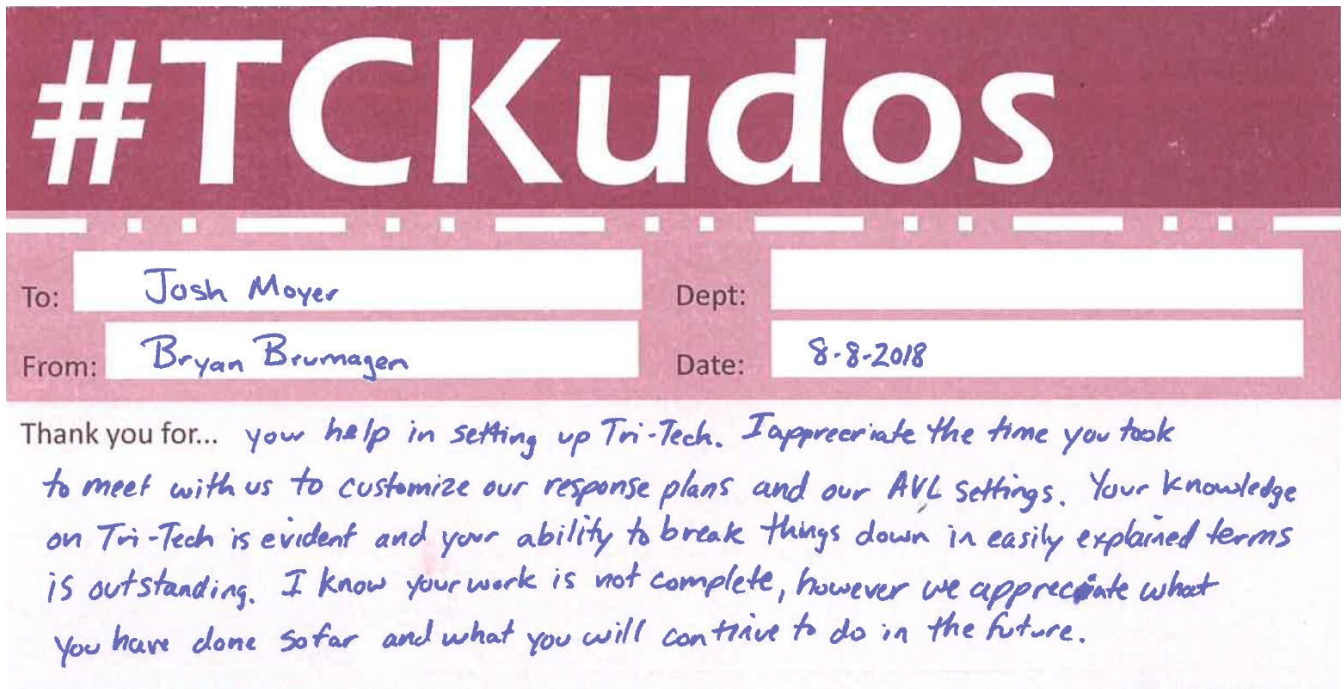
## Telecom Anniversaries



Want to read our public safety issue too? Click to see how we support Warren County's bravest!



**August #TCKudos** Is your name on a card? Here are the folks who gave & received last month!



Call Jess (x2436) to see if your county cell phone is eligible for a FREE upgrade! (32gb Galaxy S8 and 32gb iPhone6)



# Team Member Spotlight



## Gary Estes

since 2001 DST Manager > Deputy Director

**I Chose to Work for Telecom...** *to build a team capable of supporting Public Safety Systems 24/7.*

**What I Like About Working for Telecom / the County is...**


*There are many things that I love about my job. I love the work environment. I love the camaraderie that is formed with co-workers around the County. I love being a part of something larger that makes a difference, The mission of Public Safety - hearing and watching people in Warren County depending on Public Safety Systems that I help with during their product lifecycles. I love that everyone cares and is passionate for what they do, being appreciated by the First Responders of Warren County for my contributions.*

**My Job Duties include...** *We wear many hats in Telecom - my primary job function is being the Deputy Director. I am responsible to keep my team focused and helping them succeed and improve their contributions to Warren County. I am responsible to the Public Safety Agencies of Warren County for the care and feeding of their Public Safety Systems. I am responsible to my peers to be helpful, positive and supportive.*



Jimmy Hollin

has successfully completed the requirements to be recognized as



Code: PLT9G1MHHPF4QQSL  
Verify at: <http://verify.CompTIA.org>



COMP001021379477  
CANDIDATE ID  
August 25, 2018  
CERTIFICATION DATE



TODD THIBODEAUX, PRESIDENT & CEO