

# GSD. Communication Services – What to do if "Office Phone EVS" cannot be found in the Service Catalog

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

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'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

Office Phone EVS is not available in the Service Catalog

Alternative names of the system:

n/a

**IMPORTANT NOTICE:**

Currently, the following locations can order "Office Phone EVS":

Bad Homburg, GermanyEduard-Fresenius-Straße 1, Biebesheim, GermanyMarie Curie Straße 1a,  
Gernsheim, Germanypl. Nowy Targ 28, Wroclaw, Poland

Solution:

If the user cannot find "Office Phone EVS" in the Service Catalog, while being connected to the central Bad Homburg phone system, advise to check if it should be available according to this list: [Link to Item Availability](#)If it is available at user's location, make sure that the phone book entry contains user's address. The user can see and update of their record here: [Link to the Phone book](#)

Note: After the entered the address, it will take a while to update through all the databases, so advise the user to check later.

For more information regarding ordering the "Office Phone EVS", look at the knowledge base article [GSD. – Mobile Services – How to Request for Office Phone Enterprise Voice Services \(EVS\)](#) (link to be added)

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A

