

GSD. Communication Services - How to request Conference Phone

Article ID: KB0039411

Created: 2025-01-28 09:11:40

Updated: 2025-01-28 12:49:53

Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to request Conference Phone.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Hardware:

In order to purchase the conference phone please refer user to the SRM Instore for Medical Care

The following models are available:

IP5000 (small conference room, max. 4 persons)IP6000 (middle-sized conference room, max. 8 persons)IP7000 (big conference room, > 8 persons)IP7000 + additional microphone (big conference room, > 8 persons)SoundStation 2W Ex (small to middle-sized conference room / wireless)

In case user orders a new sound station, advise them to wait with the submission of the setup request until they've received the order confirmation. User will be asked to provide the Order Number before submission.

Setup Request:

To order the conference phone setup user needs to submit the request via IT Service Portal.

Advise the user to open the IT Service Portal. Then, to go to the Service Catalog tab. Ask the user to select Communication Services category. Then, to go to Conference Phone and to fill out the form with the required information. Once all required information has been provided, user needs to click on Order Now.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

IT Service Portal: <https://fmcna.service-now.com/sp>