# GSD. Enduser Services – How to Request for Office Phone Enterprise Voice Services (EVS)

General Information:

Possible symptoms/errors:

The process on how to request for Office Phone Enterprise Voice Services (EVS)Error message: You are either not authorized or record is not valid

Alternative names of the system:

n/a

IMPORTANT NOTICE:

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

Bad Homburg, Germany Eduard-Fresenius-Straße 1, Biebesheim, Germany Marie Curie Straße 1a, Gernsheim, Germany pl. Nowy Targ 28, Wroclaw, Poland

Solution:

This service features enabling office phone connection with MS Teams telephony either for new users with a new number or as change from standard office phone with desk phone to phone EVS.

Provided functionalities of the service:

New user (without telephone number):

Assignment of number on the local phone system and routing to MS Teams.Activation of MS Teams telephony for the user the new assigned number.

Change for existing users (with telephone number):

Activation of MS Teams telephony for the user the existing number.Change of routing for the existing number from desk phone to MS Teams on the local phone system.Collection of desk phone by field service.

Steps to follow:1. Go to IT Service Portal.

2. Click Service Catalog at the top of the page.

3. On the left pane, under Categories click Communication Services.

4. Select Office Phone EVS, this will open the request form.

Note: If the user cannot find the service, it might be that user's location is not yet enabled for the EVS service, or user's phonebook entry contains no location.

After the user has changed the location in the phonebook entry it can take up to 12 hours to see the Office Phone EVS Service in EVS (for site enabled locations).

5. Now fill out the form.

6. Once done, click Submit.

Error message: You are either not authorized or record is not valid

If user cannot raise a request for EVS as they get the following error message: You are either not authorized or record is not valid, raise a ticket to O365 support team via email to one365support@freseniusmedicalcare.com.

Assignment Group:

One365 support team

Ticket Creation:

Template: N/ACategorization: N/A

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

Important Links:

IT Service Portal