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电话相关申请

指导步骤：

1. 请打开 [Voice Chargeable Request](#)，并在此界面填写申请信息。
2. 必要信息填写重点如下：

The screenshot shows the 'Voice - Chargeable Requests' form. It is divided into two main sections: 'User Details' and 'Request Details'. The 'User Details' section includes fields for 'Requested for', 'Project name' (with a blue tooltip), 'Business unit', 'Approver EID/ sponsor', and 'Date required'. The 'Request Details' section includes a 'Type of Request' dropdown and a 'Comments' text area. Red circles with letters A through F are placed over specific fields to indicate key information to be entered: A is over 'Project name', B is over 'Workstation details', C is over 'Business unit', D is over 'Approver EID/ sponsor', E is over 'WBS element', and F is over 'Type of Request'.

- a. Project Name: 需要填写准确的项目名称。项目名选对才能找到对应的Approver。
项目名格式：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- b. Workstation Details: 需填写楼号、座位号和联系电话
- c. Business Unit: 填写完项目名称后会自动识别
- d. Approver EID: 需要Level 7级别或以上。提交申请后批准人会收到一封来自系统提醒的审批邮件，可以通过邮件查看提交人填写的相关申请信息等
- e. WBS Element：请填写有效的WBS Code

- f. Type of Requirement : 根据您的申请需求选择对应的选项。不同的选项，网站会跳转出不同的申请表格。

Request Details

* Type of Request

- Phone Swapping Request → 申请新话机
- None
- New Phone Installation → 电话转移，从一个人转到另外一个人名下
- Phone Movement Request
- CCI New Phone Installation
- CCI Phone movement Request
- Enhance Telephone Services
- Special Phone Feature Request → 特殊的电话功能设置
- BCH Fine Detail Support Request
- Billing Detail Request
- Authorization Password Request (for Non-India systems only) → 申请IDD Code, 长途密码
- Domestic PSTN Telephony Requirement
- Application Installations
- Call Flow Configurations
- Report Generation → 热线report/通话记录等

- i. 若您要申请一个新电话，请选择 **New Phone Installation**
- ii. 若您要做电话资产转移交接（一个用户转到另外一个用户名下）
请选择**Phone Movement Request**, 并需要在Comments位置，提供以下信息：
-分机号：
-原使用人EID:
-新使用人EID:
- iii. 若您要申请长途密码（IDD Code），请选择**Authorization Password Request (for Non-India systems only)**
- iv. 若您要给电话添加其他功能，请选择 **Special Phone Feature Request**
- v. 若您需要电话的通话记录或者热线电话的report等，请选择**Report Generation**
- vi. 如果您申请的是New Phone Installation/Phone Movement Request/Special Phone Feature Request三类请求，申请页面将跳转并出现附件，需要下载附件填写信息

Instructions

- Download the template by clicking on the link in table below
- Save it locally using the naming convention of --template name--your suffix--
- Example template name --> CCIRequest.xls. Corresponding data file --> CCIRequest_data.xls
- Do not alter template headers. Altering the headers will result in errors during the validation.
- Fill in the relevant information and upload the attachment by clicking on the attachment icon found on the top right hand corner of the form.
- Once the relevant data file is attached, click the "Validate Attachment" button.
- For validation to be successful, all the data file must follow the required validation.
- If there are errors in validation, remove the uploaded file. Fix the errors in the data file locally on your machine. Reattach the updated data file and click on "Validate based attachment".
- Once the validation is done, you may click "Order Now" or "Submit" to submit the request.

Validation

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can only contain a single record.
- Data file will not be perfectly processed i.e. if there are any errors during the validation, records with valid data will also not be submitted.

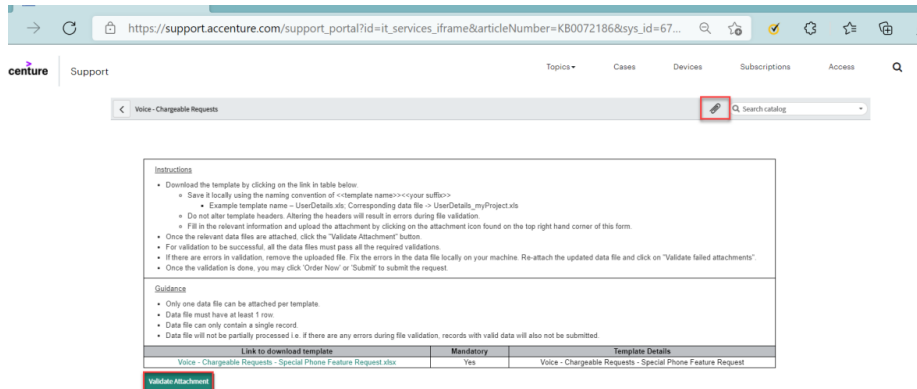
Link to Download template

Template Name	Mandatory	Template Details
CCI - Create Request - New Phone Installation.xls	Yes	CCI - Create Request - New Phone Installation

附件信息可参照如下样本：A

Enterprise ID	Employee Name	Project Name	Location	Workstation Details	Phone Type	WBS Element
EID	EID	项目名称		联系电话	Cisco Type 1	有效的WBS

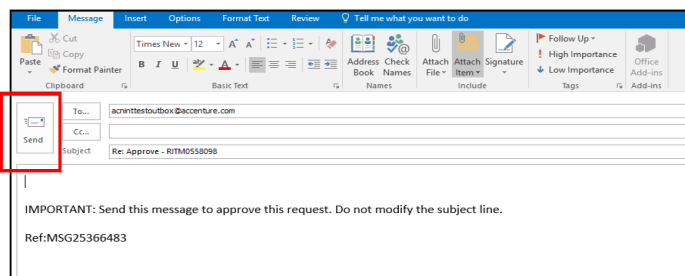
- vii. Excel填写完毕后，点击页面右上方的“曲别针”按钮，将文件上传至网站上。上传完毕，请点击页面左上方的Validate Attachment按钮。



如果验证通过，会在Validate Attachment下方出现提示：“Data has been validated successfully for data file”；若Excel信息填写有误导致验证失败，您也会看到的提示：“Data has been validated failed”并能在下载excel文件下方的位置，看见系统给您的具体的错误提醒。根据错误提醒，重新修改填写内容再次上传并验证，直到完成验证。

3. Approve Request

一旦您的申请表格提交后，您的批准人会自动收到一封系统邮件。批准人根据邮件内容里涉及的申请信息，可以选择批准、拒绝或请求澄清。



===== 中文版本，请参阅上文 =====

Create Phone Request

Solution:

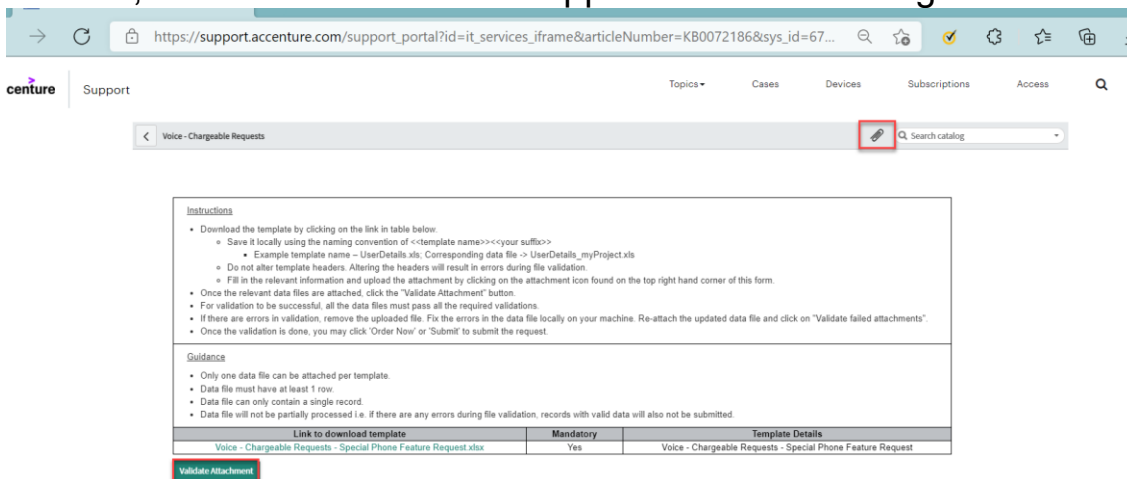
1. Go to [Voice Chargeable request](#), then fill the the required information on this page.
2. Fill in the necessary information as follows:

- a. Project Name: correct project name is required
- b. Workstation Details: fill in contact number
- c. Business Unit: automatic recognition after filling in the project name
- d. Approver EID: Level 7 or above. The approver will receive an email request with details on how to review and approve.
- e. WBS Element: A WBS is required for both individual and bulk requests.
- f. Type Of Requirement-select the related option you needed. Different option, you will be directed to different necessary form.

- ### Sample Excel:

A	B	C	D	E	F	G
Enterprise ID	Employee Name	Project Name	Location	Workstation Details	Phone Type	WBS Element
Zhang	zhang	ISA	Dalian Tower 24	18706690030	Cisco Type 1	AP-00001

- vii. After the excel fulfilled, upload it to the website, then click Validate Attachment. Once you see the “Data has been validated successfully for data file” in the website, the “Submit” button will appear in the bottom right corner of the page.



3. Approve Request :

The Approver will receive an automated email notification from the Accenture Support once the request is submitted. Upon reviewing, approver may choose to Approve, Reject, or Request Clarification. Click the appropriate link directly in the email.

