

A large, three-dimensional red chevron shape is positioned behind the text. It is a downward-pointing V shape that is wider at the top and narrower at the bottom, creating a sense of depth.

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## 电话相关申请

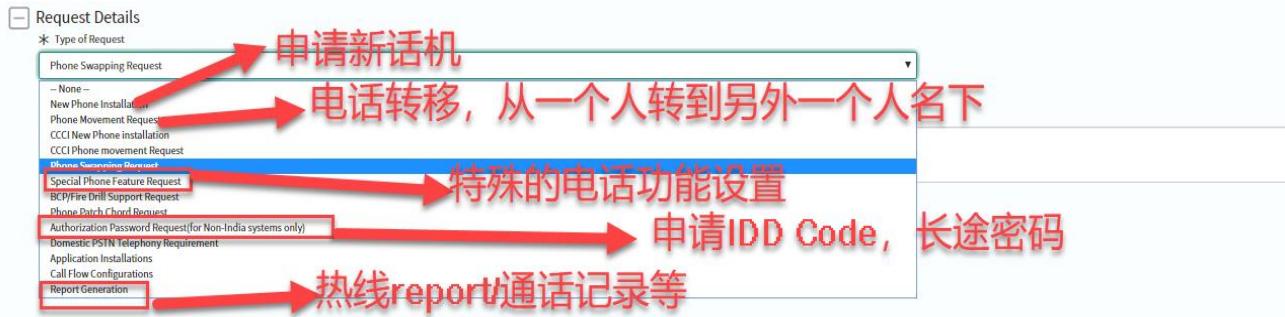
### 指导步骤：

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 a web-based application for submitting voice chargeable requests. The interface is clean with a light blue header and a white body. It includes a search bar and a catalog dropdown. The main content area is organized into sections: 'User Details' and 'Request Details'. In 'User Details', there are fields for 'Project name' (with a note about contacting a manager if not found), 'Business unit' (with a 'Non-' option), 'Approver EID/sponsor', 'Date required' (set to 2022-03-01), and 'Location' (set to 'Dalian Tower 24'). In 'Request Details', there is a dropdown for 'Type of Request' (with a 'Non-' option). Below these sections is a 'Comments' text area.

- 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。



- 若您要申请一个新电话，请选择 **New Phone Installation**
- 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:
- 若您要申请长途密码 ( IDC Code ) , 请选择**Authorization Password Request ( for Non-India systems only )**
- 若您要给电话添加其他功能 , 请选择 **Special Phone Feature Request**
- 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**
- 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

Link to Associated Service	Mandatory	Template Details
Voice - Chargeable Requests - New Phone Installation	Yes	Voice - Chargeable Requests - 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

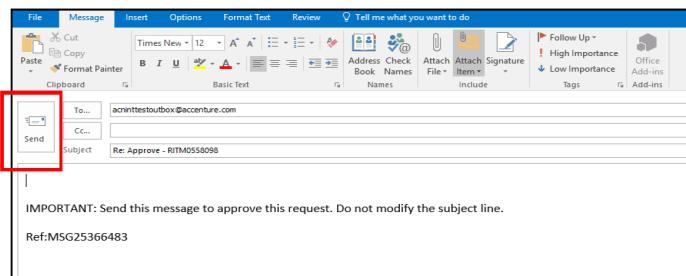
vii. Excel填写完毕后，点击页面右上方的“曲别针”按钮，将文件上传至网站上。上传完毕，请点击页面左上方的Validate Attachment按钮。

The screenshot shows a web browser window with the URL [https://support.accenture.com/support\\_portal?id=it\\_services\\_iframe&articleNumber=KB0072186&sys\\_id=67...](https://support.accenture.com/support_portal?id=it_services_iframe&articleNumber=KB0072186&sys_id=67...). The page contains a form for validating attachments. It includes sections for 'Instructions' and 'Guidance'. Below these are tables for 'Link to download template' and 'Template Details'. A red box highlights the 'Validate Attachment' button at the bottom left of the form area.

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 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.

- i. If you would like to apply for a desk phone, please select “**New Phone Installation**” in Type of Requirement
- ii. If you would like to transfer a desk phone from one user to the other, please select “**Phone Movement Request**”. Meanwhile, please notice us that you would like to transfer phone and provide below information in Comments field.
  - Extension number:
  - New User EID:
  - Old User EID:
- iii. If you would like to apply for IDD code, please select “**Authorization Password Request**”
- iv. If you would like to apply for other functions, please select” **Special Phone Feature Request**”
- v. If you need the call record of the phone or the report of the hotline, please select” **Report Generation**”
- vi. Once you select New Phone Installation/ Phone Movement Request/ Special Phone Feature Request, the page will be changed and more options need be filled, download excel at the top of the page, then fill in the required data in this excel. (data file must at least 1 rom; if there is any error inputted, records with valid data will also not be submitted)

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	181111111110	Cisco Type 1	Area 1

- 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.

The screenshot shows a web browser window with the URL [https://support.accenture.com/support\\_portal?id=it\\_services\\_iframe&articleNumber=KB0072186&sys\\_id=67...](https://support.accenture.com/support_portal?id=it_services_iframe&articleNumber=KB0072186&sys_id=67...). The page displays instructions for uploading a data file, a guidance section with rules, and a table for template details. A red box highlights the 'Validate Attachment' button in the bottom right corner of the main form area.

Link to download template	Mandatory	Template Details
Voice - Chargeable Requests - Special Phone Feature Request.xlsx	Yes	Voice - Chargeable Requests - Special Phone Feature Request

### 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.

