

IBC Service Framework

Ministry of Central Services

The document below outlines the service framework for the IBC phone service from SaskTel.

Last revised: January 2020

Last reviewed: January 2020

Next review: January 2021

Contents

The following document will help designated Telephone Coordinators better understand the service framework for the new IBC phone system.

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IBC overview

Integrated Business Communications (IBC) is a SaskTel VoIP service that provides: local calling, long distance (Canada and the U.S.), voicemail features, basic call features, and audio conferencing in one package for one monthly price. IBC provides three distinct ways to use and manage your phone service: the IBC phone set, the IBC Soft Client application and the IBC user portal.

IBC phone set – Cisco 8841 and 8851

The Cisco 8841 and 8851 phone sets are rented from SaskTel for \$1/month. The set provides a number of features including:

- Line keys and soft keys
- Back and release keys
- Four-way navigation and select keys
- Hold/Resume, Transfer, and Conference keys
- Messaging, Application, and Directory keys
- Standard keypad
- Volume-control toggle key
- Speakerphone, headset, and mute keys

The only difference between the 8841 and the 8851 is that the 8851 has Bluetooth capabilities and a side USB port to enable wired or wireless headsets and the expansion module (pictured right) which provides for up to 36 more programmable feature keys. Expansion module can be rented for \$1/month (a maximum of two modules can be provisioned per set).



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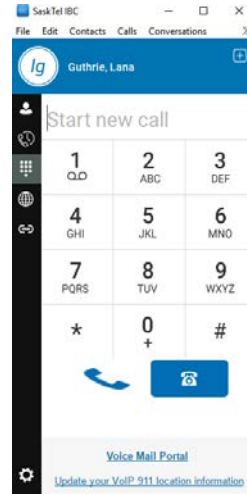
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Last reviewed: January 2020

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IBC Soft Client – desktop application

Each IBC account comes with a Soft Client desktop application. This application allows you to make and receive phone calls on your computer and manage other phone settings and preferences. Features include: contact list, call history, calling dial pad, IBC directory, user portal link and setting management from the convenience of your computer.



IBC user portal – online setting management

Each IBC account comes with access to the IBC User Portal. This site provides users the opportunity to oversee their profile and preference management for audio conferencing, call forwarding, call logs and busy lamp status monitoring and more.



Options:

Profile

[Incoming Calls](#)

[Outgoing Calls](#)

[Call Control](#)

[Calling Plans](#)

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IBC support

IBC is very much a self-serve offering. Enabling and configuring features can be done by users via the phone set, user portal and Soft Client application.

When assistance is required, the designated Telephone Coordinators/Group Administrators within the ministry/organization are to be contacted by users for support.

If the Telephone Coordinators/Group Administrators need assistance, they can contact SaskTel Business First Support Team: 1-866-614-7087 PIN # XXXX. Use this number and GOS pin to skip to the front of the queue. Email the IBC Project Team at ibcproject.cs@gov.sk.ca for the GOS pin.

Tier 1: Self-Serve	Tier 2: Telephone Coordinator	Tier 3: Business First Support Team
<ul style="list-style-type: none">Taskroom resourcesUser guidesSaskTel guidesCisco guides	<ul style="list-style-type: none">IBC Administrator portalTelephone Coordinator IBC Service Framework	<ul style="list-style-type: none">Only approved administrators will be able to log tickets with the SaskTel BFST (there is no charge for trouble tickets)*

* Troubleshooting tickets are not billable, however support ticket time is.

An Admin Support Service Charge applies for work done by SaskTel to support the Group Administrator for required activities (i.e. programming complex group features). The Administrator Support Service Charge is billed on an hourly rate basis subject to a two-hour minimum (\$300), and in increments of the hour thereafter (\$150.00/hour for two-hours minimum and \$150.00 per hour or portion thereof after the minimum).

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IBC service requests

The following service information will help ministry Telephone Coordinators provision new phone service, terminate a phone service or make changes to an existing service.

New service (user or boardroom)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$40 for new account and \$99 for install (additional installs at the same time are \$35 each); non-IBC ready spaces will incur a \$300 access fee for new service along with any wiring charges if applicable

Change existing service (user or boardroom)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$15 for feature changes, \$25 for package changes (between basic and standard)

Reassign a number to another person

Process – can be completed by the Telephone Coordinator in the IBC Administrator portal; if reassignment requires moving the set to a different office/cubicle or building, complete IBC request form and submit to govtel.requests@sasktel.com to ensure the SaskTel records of the phone location are up to date

Timelines – N/A

Service Charge Fees – N/A

Move number (to a new building)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$99 for equipment install (additional moves at the same time are \$35 each)

Terminate number

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$0 to terminate

Phone set replacements (change model)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$99 per phone set (additional sets replaced at the same time are \$35 each)

Phone set replacements (broken set)

Process – call Business First Support Team (1-866-614-7087 PIN # XXXX) to log ticket, SaskTel will issue order for replacement. Use this number and GOS pin to skip to the front of the queue. Email the IBC Project Team at ibcproject.cs@gov.sk.ca for the GOS pin.

Timelines – minimum five business days

Service Charge Fees – \$0

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SaskTel services and access points

How to request service (see full details below)

- Use the IBC Service Request Form\Centrex and Centrex IP Service Request Form
- Email form to GovTel: govtel.requests@sasktel.com

How to request support (issues and troubleshooting)

- Phone call to SaskTel Business First Support Team to log a trouble ticket:
1-866-614-7087 PIN # XXXX
(use this number and GOS pin to skip to the front of the queue – (email the IBC Project Team at ibcproject.cs@gov.sk.ca for the GOS pin).

How to inquire about teleconference service

- For the SaskTel Conference service (1-866-) contact:
1-877-402-2665 or customersupport@sasktelconferencing.com
- For the IBC Conference service (306-787-3999) contact SaskTel Business First Support Team:
1-866-614-7087 PIN # XXXX (use this number and GOS pin to skip to the front of the queue).

How to inquire about billing

- For inquiries about all billing contact: GovTel:
govtel.requests@sasktel.com
- For inquiries about eBill Analyzer Tool and Reporting contact:
1-877-737-0521 or billanalyzer@sasktel.com

How to inquire about HCC (Hosted Contact Center) and MVC (Managed Video Collaboration)

- Contact: Bev Cyca at 306-777-4448 or bev.cyca@sasktel.com or
- Contact: Laurie Howe at 306-777-8446 of laurie.howe@sasktel.com

How to inquire about cellular\mobility account plans and service (adds\changes\disconnects)

- Contact: corporate.wireless@sasktel.com
- Cellular\Mobility Escalation contact: Yvette Sitter at 306-777-3858 or yvette.sitter@sasktel.com

How to inquire about moves\adds\disconnects\feature changes

- Contact GovTel: govtel.requests@sasktel.com

How to inquire about data dedicated Internet services

- Contact IT Division of Central Services.

How to inquire about any other SaskTel services

- Contact: Bev Cyca at 306-777-4448 or bev.cyca@sasktel.com or
- Contact: Laurie Howe at 306-777-8446 or laurie.howe@sasktel.com

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Monthly costs

Monthly phone expenses are outlined in the table below. A portion of the service expenses will come from SaskTel on your monthly bill and the other portion will be recovered through the lease accommodations managed by Central Services.

	Monthly Equipment Rental (SaskTel)	Monthly IBC Package Charge (SaskTel)	Monthly Access Charge (Central Services)
Phone Cisco 8841	\$1.00	\$16 standard package \$10 basic package	\$12.50 per line
Phone Cisco 8851	\$1.00	\$16 standard package \$10 basic package	\$12.50 per line
Expansion Module	\$1.00	-	-
Grandstream Adapter (for Polycom Conference Phone)	\$1.00	\$10 basic package	\$12.50 per line

Feature fees

Some features and functionality are considered Optional Add-ons that come with additional charges. The list below outlines some of the most common features and their associated monthly and installation costs.

	Monthly Fee	Service Charge New	Service Charge Change
Call Queue	\$0	\$100.00	\$100.00
Call Queue Basic Users	\$10.00	\$15.00	\$15.00
Call Queue Standard Users	\$14.00	\$15.00	\$15.00
Auto Attendant	\$15.00	\$15.00	\$15.00
Group Paging	\$15.00	\$15.00	\$15.00
Hunt Group	\$15.00	\$15.00	\$15.00
Multi Key Call Waiting	\$10.00	\$15.00	\$15.00
Shared Call Appearance	\$5.00	\$15.00	\$15.00
Group Voice Mail	\$19.95	\$15.00	\$15.00
IBC Collaboration	\$10.00	\$15.00	\$15.00

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IBC packages and features

IBC is made up of multiple service components; Packages, Optional Add-On Features, Access and Equipment.

A Package is required for each user/phone number. There are two Packages to choose from. The Basic package is comparable to a Single Line service and is primarily used for conference rooms, fax machines and lobby phones. The Standard package is a full feature service that is applicable to all users.

Feature	Feature Description	Basic	Standard
3-Way Conference	Allows end-users to have 3 parties on a call at the same time.	X	X
6-Way Conference	Allows end-users to have 6 parties on a call at the same time.		X
Announcements	Repository of announcements and greetings to be used for Auto Attendants, Call Queues and Music on Hold.		X
Audio Conferencing	Supports simple ad-hoc conferences involving a few parties, or large-scale scheduled conferences for groups.	X	X
Auto Call Back	Allows a user to be notified when the previously called busy party becomes idle and automatically establish a call for the user when the busy party becomes available.		X
Basic Call Logs	View call log information including the name of the remote party, the phone number, and the time the call was made. 20 of the most recent logs per call type (placed, received or missed) are stored for a user.		X
Busy Lamp Field	Allows a user to monitor the hook status and remote party information of up to 50 selected users via the busy lamp fields on the phone. For each monitored user, the device shows whether the user is busy, ringing, or idle. In combination with the Directed Call Pickup feature, a user can pick up a call directed to one of the users being monitored on the set or the desktop client		X
Call Forwarding	Allows a user to redirect all incoming calls to another destination automatically.		X
Call Forwarding Busy	Allows a user to redirect incoming calls to another destination when the user is busy.		X
Call Forwarding No Answer	Allows a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.		X
Call Forwarding Selective	Allows a user to redirect their incoming calls to a specified destination based on selective criteria specified by the user.		X
Call Me Anywhere	Extends incoming calls to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, tablet, cell phone, and/or a soft phone may ring simultaneously.		X

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Feature	Feature Description	Basic	Standard
Call Notify	Allows a user to receive e-mail notifications about selected incoming calls based on specified criteria. Can be used to create an archive of callers or to determine if users have missed any important calls.		X
Call Park and Retrieve	Allows users to put a call on hold and park it against their own number or on another number. Users can then retrieve the call parked on their own number, or retrieve a call parked on another extension, within the Call Park Group.	X	X
Call Pickup	When one of the users in the group is called, another user in the group can pick up the call.		X
Call Pull	Allows a user to seamlessly move a call between any of their IBC connected devices.		X
Call Return	Enables a user to return the call from the last party that called. The system stores the number of the last party that called, and when the user dials a recall feature access code, the system attempts to connect the user to that party.	X	X
Call Trace	Enables users to request that a call they have received to be automatically traced by dialing a feature access code after the call.	X	X
Call Transfer - Blind	Enables the user to transfer a call to a specified destination without consulting the destination party.	X	X
Call Transfer 3rd Party Consult	Enables the user to transfer a call to a specified destination by consulting with the add-on party before transferring the call to the add-on party.	X	X
Calling Line ID Delivery Blocking	Allows users to block their calling line ID on outgoing calls outside of their internal group on a call by call basis	X	X
Calling Name Delivery	Allows the Calling Line name for callers from inside a group or enterprise and/or callers from outside the group or enterprise to be displayed.	X	X
Calling Number Delivery	Allows the Calling Line number for callers from inside a group or enterprise and/or callers from outside the group or enterprise to be displayed.	X	X
Combined Voicemail	An enhancement to the existing Voice Mail voice mailbox, designed to answer incoming calls to both cellular and landline numbers		X
Connected Line ID Presentation	Allows the calling party to be presented with the identity of the connected party, which may or may not be the dialed party.		X
Connected Line ID Restriction	Allows you to block your number from being shown when receiving a call.	X	X

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Feature	Feature Description	Basic	Standard
Directed Call Pickup	Allows a user to pick up (answer) a call directed to another user in the same customer enterprise. A call can also be picked up from the Busy Lamp Field feature on the set or on the desktop client. This is different than Call Pickup, which restricts a pickup to a group.		X
Do Not Disturb (DND)	Allows users to automatically forward all incoming calls to their voicemail.		X
Extension Dialing	Speed or short dialing for external numbers that is accessible to all users.	X	X
Fax to Email	Allows customers to send their faxes to a designated email address as an attachment.		X
Group Call Park	Allows a group of extensions defined by the customer to be used to park calls on		X
Group Calling Line ID	Defines a default group Calling Line ID to all external calls.		X
Incoming/Outgoing Calling Plans	Defines which types of calls each user is restricted from receiving or dialing and regulates calling by restricting specific digit patterns.	X	X
Last Number Redial	Allows a user to make a call to the last dialed number without having to reenter the number.	X	X
Long Distance Plan	Provides customers with unlimited outbound calling anywhere in Canada and US, including Alaska and Hawaii	X	X
Music on Hold	Repository of music that can be played for callers on hold, camped or parked.	X	X
Privacy	Allows a user to exclude themselves from the group and enterprise directory listings, as well as the Auto Attendant extension and/or name dialing.		X
Push to Talk	Allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. The user at the destination station can control which users can call them in this way. The destination must be a certified set.		X
Scheduling	Create schedules to route incoming calls based on day of the week, time of the day, and holidays.		X
Selective Call Acceptance	Allows a user to accept only those calls that meet selective criteria defined by the user. The accepted calls can terminate as usual whereas the rejected calls are provided a treatment.		X
Selective Call Rejection	Allows a user to block calls that meet selective criteria defined by the user. The rejected calls are provided a treatment whereas the accepted calls can terminate as usual.		X

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Feature	Feature Description	Basic	Standard
Speed Dialing	Allows each user to set up to eight speed dial numbers that can be called with the push of a button.		X
User Alternate Name/Number	Defines a user's Calling Line ID on external calls.		X
Voicemail	Allows end-users to access a confidential 'mailbox' to retrieve, store, or send messages.		X
Voicemail to Email	Allows customers to be sent a notification email to the email destination of their choice when they have received a voicemail.		X
Voicemail to Text	Allows customers to have incoming voice mail messages converted to text and routed to their cellular phone on the SaskTel network via an SMS text message or to the email destination/s of their choice.		X

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Call Queue overview

The following overview provides a comparison of the Call Queue options. The IBC Call Queue Add-on allows agents to receive incoming calls from a central phone number. Callers can receive appropriate entrance and queue messages, and calls can overflow to alternate locations if they wait too long in queue or if the queue is beyond capacity.

The Administrator can configure call queues and assign users who should be part of the call queue. An agent needs a call queue user license, basic or standard, before they can be assigned to a call queue. Configuration the Administrator can control includes the following:

- Basic information, such as call queue name and queue length
- Call distribution policy
 - Regular call distribution – rings each user in the order they appear on the user list, beginning at the top of the list for each new call
 - Circular call distribution – notes the last user to answer a call, and then rings the next user on the userlist
 - Uniform call distribution – rings the user that has been idle the longest
 - Simultaneous call distribution – rings all users at once
 - Weighted call distribution – rings users based on pre-set weight assignments.
- Call queue profile settings such as, the agent's ability to join a call queue, and whether the call waiting time should be reset upon being transferred to a new queue
- Call routing policies, such as Overflow or Bounced Calls settings
- Call queue announcement attributes specifying the source for each type of announcement
- The agents assigned to a call queue

Components of the call queue:

Feature	Basic	Standard
Maximum calls in queue	25	50
Distinctive ringing	X	X
Queue ID display	X	X
Overflow treatment	X	X
Bounced call treatment	X	X
Greeting and Comfort announcements	X	X
Caller Queue escape	X	X
Queue Audio configuration	X	X
Agent timer settings	X	X
Selective Call Forward	X	X
Selective Call Acceptance / Rejection	X	X
Stranded Calls Routing Policy		X
Agent state selection		X
Agent unavailable codes		X
Call escalation via star code		X
Basic status and statistics		X

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Feature access codes

The following glossary provides a list of Feature Access Codes allow users to access, activate or deactivate IBC features from their telephone.

Code	Function
*58	Automatic Callback Deactivation
*59	Automatic Callback Menu Access
*30	Call Bridge
*72 or *21	Call Forwarding Always Activation
*73 or #21	Call Forwarding Always Deactivation
*#21	Call Forwarding Always Interrogation
*22	Call Forwarding Always to Voice Mail Activation
#22	Call Forwarding Always to Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*#23	Call Forwarding Busy Interrogation
*23	Call Forwarding Busy to Voice Mail Activation
#23	Call Forwarding Busy to Voice Mail Deactivation
*92 or *61	Call Forwarding No Answer Activation
*93 or #61	Call Forwarding No Answer Deactivation
*#92 or *#61	Call Forwarding No Answer Interrogation
*24	Call Forwarding No Answer to Voice Mail Activation
#24	Call Forwarding No Answer to Voice Mail Deactivation
*63	Call Forwarding Selective Activation
*83	Call Forwarding Selective Deactivation
*67 or #31	Calling Line ID Delivery Blocking per Call
*55	Call Park
*56	Call Park Retrieve
*76	Call Pickup
*11	Call Pull
*69	Call Return
*29	Call Return Number Deletion
*97	Clear Voice Message Waiting Indicator
*#25	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*85	Directed Call Pickup
*98	Direct Voice Mail Transfer
*78	Do Not Disturb Activation

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*79	Do Not Disturb Deactivation
*95	Group Call Park
*51	Hunt Group Busy Activation
#51	Hunt Group Busy Deactivation
*#51	Hunt Group Busy Interrogation
## or **	Last Number Redial
*12	Location Control Activation
*13	Location Control Deactivation
*48	Music on Hold Per-Call Deactivation
*94	No Answer Timer
#0322	Push Notification Retrieval
*53	Push to Talk
*#60	Selective Call Rejection Interrogation
*74	Speed Dial 8
*00	VM Deposit Dialing
*99	VM Retrieval Dialing

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Glossary of terms

The following glossary provides a more detailed explanation of the phone features and operations.

Term	Explanation
Call features	
Call Queue	Phone numbers can receive incoming calls from a central phone number. Callers receive appropriate entrance and queue messages, and calls can overflow to alternate locations if they wait too long in queue or if the queue is beyond capacity.
Call Queue Basic Users	Phone number that is part of a Call Queue
Call Queue Standard Users	Phone number that is part of a Call Queue
Auto Attendant	Routes calls to various destinations, employees within the company, specific groups of employees, voice mail, or other outside numbers and provides callers with the company greeting and dialing menu options.
Group Paging	Ability to dial and speak to up to 100 users by dialing a paging group phone number.
Hunt Group	Assign users to a group so that incoming calls to a specific number are routed to that group and will be answered by one of the users.
Multi Key Call Waiting	A user's telephone number can appear on up to 6 keys on their telephone set, essentially adding multiple lines to their number. A user cannot use both Multi Key Call Waiting and Shared Call Appearance.
Shared Call Appearance	An end-user telephone number appears and can be answered on another telephone set(s) within their Group, allowing incoming calls to appear at multiple locations simultaneously. A user cannot use both Multi Key Call Waiting and Shared Call Appearance.
Group Voice Mail	A voice mailbox on a Hunt Group, Call Queue, or Auto Attendant telephone number.
IBC Collaboration	Users can share presence, their desktop and files with other users, have text-based communications and add video to their audio calls using any of the soft clients (desktop, mobile or tablet).
Directory displays	
IBC directory (internal)	The name that shows on the phone set and IBC directory listings
Call display internal	The name and number that show up when a user calls within government
Call display external	The name and number that shows up when a user calls outside government
Other terms	
IBC group name	Identifier for a Ministry, Agency, etc. that is part of the Government of Saskatchewan IBC service.
Customer Account Number	SaskTel assigned customer account number (CAN) for billing purposes.